## NASA GPWS for CENTER OPERATIONS SUPPORT (COSS) ADDENDUM



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### **USER'S GUIDE**

GUIDE PERFORMANCE WORK STATEMENT FOR NASA GPWS FOR COSS ADDENDUM

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#### USER'S GUIDE FOR NASA GUIDE PERFORMANCE WORK STATEMENT FOR COSS ADDENDUM

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#### USER'S GUIDE FOR NASA GUIDE PERFORMANCE WORK STATEMENT FOR COSS ADDENDUM

#### I. INTRODUCTION.

- A. <u>Purpose</u>. The Guide Performance Work Statements (GPWS) in this addendum have been written to provide assistance in preparing contracts to procure various services. Contracts for services may be a part of a larger contract for other work and/or services or an independent contract to procure only a single service. These GPWSs may be used in either application. These GPWS Packages consist of guides for contract sections B, C, and J and a Quality Assurance (QA) Guide.
  - 1. The NASA GPWS for Center Operations Support Services (COSS) dated March 1997 provides a guide for the preparation of facilities support contracts, from guidance on acquisition planning through the entire Performance Work Statement (PWS) and surveillance program development process. This User's Guide for procurement of services is designed to supplement and to be used in conjunction with the March 1997 COSS in developing a PWS for the required services.
  - 2. Sections B, C, and J for each service provide suggested formats for displaying contract line (bid) items, technical specifications which the user may tailor to site specific needs, and attachments which provide supplemental information, historical data, etc.
  - 3. The QA guide is designed to provide the framework for development of a contract surveillance program. The user should modify and expand upon the example QA plans provided as the GPWS is tailored for the specific PWS.
  - 4. These GPWSs do not establish or provide NASA procurement guidance or policy. Such guidance and policy should be provided by the contract specialist on the development team.
- B. <u>Function Definition</u>. Functions and sub-functions to be included in each GPWS are identified. The functions are defined to include all labor, transportation, equipment, materials, supplies, and supervision required to provide the specified services. The function definition provides an outline of the requirements to be included in the contract. Figure 1, as an example, illustrates the subfunctions and contract requirements addressed in the pest control GPWS.
- C. <u>Responsibilities</u>. Experience has shown that the best method of developing a facilities support contract is to involve a number of Center/Installation personnel, each having a portion of the knowledge and experience required to put the entire package together. Refer to the March 1997 COSS User's Guide Part II paragraph A. 1., *Team Formation and Responsibilities*, for guidance in developing a team to prepare the PWS.

### FIGURE 1 PEST CONTROL SUBFUNCTIONS

#### I. GENERAL

- a. General Requirements
- b. Contractor Furnished Items
- c. Management
- d. General Service Requirements

#### II. NUISANCE PEST CONTROL

- a. Scheduled Service
  - 1. Cockroaches
  - 2. Ants
  - 3. Other Arthropod Pests
  - 4. Rodents
  - 5. Nuisance Birds
- b. Unscheduled Service

#### III. STRUCTURAL PEST CONTROL

- a. Scheduled Wood Inspection
- b. Unscheduled Service
  - 1. Subterranean Termite Control
  - 2. Powder Post Beetle Control
  - 3. Drywood Termite Control (Structural Fumigation)

#### IV. MOSQUITO AND BITING FLY CONTROL

- a. Scheduled Service
  - 1. Adult Mosquito Surveillance
  - 2. Mosquito Surveillance and Control (Larval)
- b. Unscheduled Service
  - 1. Adult Mosquito Control (ULV)
  - 2. Black Fly Control
  - 3. Aerial Pesticide Application

#### V. FLY CONTROL

- a. Scheduled Service
  - 1. Biological Control
  - 2. ULV Fogging
- b. Unscheduled Fly Control

#### VI. ORNAMENTAL AND TURF PEST CONTROL

- a. Scheduled Service
  - 1. Bagworm Control
  - 2. Fire Ant Control
  - 3. Mole Cricket Control
- b. Unscheduled Service

#### VII. SCHEDULED VEGETATION WEED CONTROL

### VIII. MISCELLANEOUS PEST CONTROL (Unscheduled service for pests that do not fit other categories)

- a. Animal Control Services
- b. Carcass Disposal Services
- c. Bird Control Services
- d. Operation of Pyrotechnic or Scare Devices

- II. <u>GPWS DEVELOPMENT AND USER CONSIDERATIONS</u>. This section of the User's Guide discusses assumptions and special items that were considered during the development of the GPWSs, and provides general information and considerations that the user should be aware of during the tailoring process.
- A. <u>Development of the GPWS</u>. In developing these GPWSs, a functional analysis was performed to identify each of the major sub-functions for the services to be procured. Each of the subfunctions was carefully reviewed to determine which could be realistically contracted. Once a final list was developed, each sub-function was further subdivided to develop basic work requirements and standards of performance. Once all the basic work requirements were identified for each sub-function, a performance requirements summary (PRS) table was developed and the requirements were put into narrative form.
- B. <u>GPWS User Considerations</u>. The paragraphs and provisions of the GPWSs are arranged in the same format contained in the March 1997 COSS.
  - 1. The GPWSs contain sections B (Supplies or Services and Prices/Costs), C (Description/Specifications/Work Statement), and J (List of Attachments) only. These sections contain information and paragraphs peculiar to the technical services to be acquired. The user must supplement this technical information and paragraphs with information and requirements from the March 1997 COSS. Examples of the information and requirements are Government Furnished Property and Services, General Requirements and Procedures, and Management considerations. Contract Sections D, F, G, H, I, K, L, and M contain contract clauses and provisions more closely related to administrative and contractual requirements. Since this group will generally be the same in the majority of NASA contracts, their inclusion in each GPWS would be unnecessary duplication. The Center/ Installation procurement organization will include these sections as the contract is assembled for release.

#### 2. Technical Specification.

- a. Section C, which describes the services to be provided, should be a performance specification to the maximum extent possible. That is, over-defining the Contractor's responsibilities in terms of methods or procedures should be avoided in writing the technical specifications since the intent is to purchase not only the Contractor's labor, but also the *Contractors expertise* in the services to be provided and management of those services. A performance oriented specification should minimize the use of words describing "how to", but should describe work outputs required as explicitly as possible while leaving the Contractor latitude to manage the Contractors own work force and choose the methods for accomplishing the work.
- b. The specification must provide enough information to clearly and precisely define the magnitude (number of services to be procured) and the quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in the GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; listing mandatory operating procedures or steps that the Contractor must follow for some services; providing historical data on the magnitude of services provided under previous contracts or by in-house forces; and providing minimum acceptable levels of control where

required. Such information will only slightly restrict the Contractor's latitude in managing the workforce, but will help ensure all bidders clearly visualize the magnitude of effort which will be required to provide the clearly defined scope of work. Typically this will result in more accurate and realistic Contractor bids, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

- 3. These GPWSs include many instances where there will be a "NOTE TO THE SPECIFICATION WRITER". These notes provide the user with additional information and/or advise the user to select the appropriate paragraph, insert additional information, or delete the paragraph in its entirety. There are also many areas within the text of the GPWS where notes indicate that additional information must be provided; e.g., start times, dates, quantities, etc. These notes will be enclosed by the symbol "!". All that is required is to replace the note with the required information.
- III. <u>TAILORING THE GPWS</u>. These GPWSs for services are not intended to fit the requirements of a specific Center/Installation, but rather, are to serve as a model to be tailored by users in preparing their specific PWS. The first step in tailoring a GPWS to a specific case is for the user to become intimately familiar with the GPWS and this User's Guide. The user must know what is, and is not, included in the GPWS and what was intended before any required modifications may be assessed. The PWS is the instrument that lays out the functional and technical requirements and ultimately becomes part of a contract. The User's Guide provides the user with information concerning the GPWSs and provides instructions on tailoring. Users should not assume that the GPWS can be "plugged" into their application with little or no effort. A detailed analysis of the Center's/Installation's requirements will be required.

#### A. Getting Started.

- 1. <u>Scope of Work</u>. The first step in tailoring a GPWS to a specific Center/Installation must be to determine one of the following:
  - a. Are the requirements currently contracted independently in their own contract (versus part of a larger, omnibus contract, for example) and will the new contract be for this service only? If this is the case, the GPWS may be tailored to accomplish the desired scope of work and level of performance.
  - b. Are the services to be consolidated with other work/services in a single contract? If this is the case, the GWPS must be consolidated with other appropriate GPWSs from this Addendum and/or the March 1997 COSS to form the new contract requirements.
- 2. <u>Job Analysis</u>. The next step should be a thorough job analysis to determine the specific subfunctions to be contracted (including specific work requirements and standards of performance) and how to use the job analysis information and data collected to actually write the PWS. As the job analysis is being performed, the user should compare unique Center/Installation requirements with the GPWS requirements to determine if any major changes are required, or if some of the questions being identified in the job analysis have already been answered in the GPWS. If major changes are required, the user will need to rewrite the affected GPWS section. A thorough job analysis will make the actual tailoring of

the GPWS and rewriting of paragraphs relatively easy since all required data will be readily available and the sub-functions to be contracted will be well defined.

- B. Contract Line Items. Section B of the contract (Supplies or Services and Prices/Costs) includes contract line items for each of the services to be included in the contract. The specification writer and contract specialist will develop these line items in conjunction with the technical specifications, the PRS table, the Schedule of Deductions (if used) which would include all of the contract fixed price line items, and other portions of the contract. The example contract line items shown in Section B and the PRS (In Attachment J) of the GPWSs are intended to encompass all of the services (contract requirements) to be provided in the GPWS technical specifications. Of course they must be tailored to account for the type of contract selected, contract requirements added or deleted by the user during the job analysis process, the projected start date of contract performance, and other factors including those discussed below.
  - 1. <u>Contract Type</u>. A combination firm, fixed-price and indefinite quantity contract is used in this GPWS because it is NASA policy to use this type of contract for obtaining services. However, other contract types may be used based on mitigating circumstances. The user should solicit input from the contract specialist when deciding on the most appropriate contract type. All of the contract requirements in the PWS must be included in either the firm, fixed-price or indefinite quantity contract line items in Section B.
  - 2. Firm, Fixed-Price Contract Requirements. Fixed-price contract line items are bid and payment is made for the total performance of a given contract requirement over a given period of time (usually one month). These contract requirements are either fixed in scope (time, location, frequency, quantity, etc. are known or can be accurately estimated) or adequate historical data is available to allow a reasonable estimate to be made. Because the scope of work is known, the Contractor agrees to perform a given requirement for a total price, and in essence there is one work order. The Contractor performs the work as scheduled and invoices are submitted for the services provided. The firm, fixed-price contract line items may be displayed in one of three different ways in Section B. The user should contact the contract specialist if in doubt about which procedure should be used:
    - a. Section B of the GPWSs illustrates the most common procedure that has been used by NASA Centers. This procedure is to simply require bidders to provide a single monthly price for the total performance of all the firm fixed-price contract requirements in the contract. In this case the contract must also contain a Schedule of Deductions in Section E, in which the successful bidder will break down the total bid price for each of the fixed-price requirements in the PWS. See paragraph III.D of this User's Guide for additional information on the SCHEDULE OF DEDUCTIONS clause.
    - b. A slightly different procedure would be to include a limited number of fixed-price subline items, each of which would be broken down in a Schedule of Deductions.
    - c. A third procedure would be to eliminate the Schedule of Deductions from the contract and provide a detailed Schedule of Firm Fixed-Price Work in Section B. Such a schedule would be formatted similarly to the Schedule of Deductions, and bidders would provide separate unit prices for each of the fixed-price requirements in the PWS.

- 3. Indefinite Quantity Contract Requirements. Indefinite quantity contract requirements are performed on an "as ordered" basis, and a fixed unit price to perform one occurrence or a given quantity of each type of work is bid or the requirement is defined and an agreement is reached between the Government and Contractor prior to implementation. Payment for this type of work is based on the unit price bid per unit times the number of units performed or on the agreed-to price. Because each Government order for indefinite quantity work is paid for separately, each and every delivery order must be inspected and accepted as being satisfactorily completed before payment may be made, as if each were a separate minicontract. Bid prices for unit priced tasks include all labor, materials, and equipment for performing a given quantity of work. The unit prices bid are multiplied by an estimated quantity of units to be ordered during the contract term, but only for purposes of bid evaluation, since work will only be paid for as ordered and completed.
- 4. <u>Fixed-Price or Indefinite Quantity</u>? Many of the example indefinite quantity unit priced items shown in Section B of the GPWSs could just as well be included in the firm, fixed-price portion of the contract *if* the frequency or quantity of services is known, *or* if adequate historical data on the quantity of services is available. Conversely, if adequate historical data is *not* available for some of the services included in the fixed-price service call provisions of the GPWS, the service or services lacking such data *must* be moved to the indefinite quantity portion of the contract. For example:
  - If the number of animal control and carcass removal services in the pest control GPWS is fairly consistent from year to year, the animal control and carcass removal services paragraph could be tailored to add historical data on the quantity of these services and to specify that they are to be performed under the fixed-price service call provisions vice the indefinite quantity portion of the contract. Of course corresponding changes would also need to be made to the Schedule of Indefinite Quantity Work in Section B, the PRS in Attachment J, and the fixed price line item list in the SCHEDULE OF DEDUCTIONS clause or Section B.
  - If the number of unscheduled nuisance pest control services in the pest control GPWS is inconsistent from year to year or historical data on the number of such services is not available, this service must be included in the indefinite quantity portion of the contract. Appropriate indefinite quantity contract line items for the pest(s) to be controlled would need to be added to the Schedule of Indefinite Quantity Work under the category "UNSCHEDULED NUISANCE PEST CONTROL" in Section B and the PRS in Attachment J and Section C would have to be modified.

See paragraph III.C.2 below for additional information.

5. <u>Separately Priced Options to Extend</u>. The example contract line items in Section B of these GPWSs assume that the initial term (base period) of the contract will be for 12 months. Normally this is the case for services contracts, which may begin at any time during the fiscal year and be funded with funds current in the fiscal year of award. However there are cases, such as when adequate funds are not available, when the initial term could be less than 12 months in length. For example, the initial contract term could be for six months,

beginning on 1 April and ending on 30 September. If the initial term will be less than 12 months consider the following.

- a. Contract line items in Section B will need to specify the number of months in the initial contract term and the appropriate proportional number of units in the Schedule of Indefinite Quantity Work.
- b. Additional contract Section B option periods will need to be added to account for each option period. Check with the team contract specialist for specific requirements.
- c. Section C, the technical specifications, must clearly indicate the scope of work for the initial period since the workload can vary significantly from month to month. For example, the specification must state whether annual inspections will be performed during an initial period that is less than 12 months or during a follow on option period.
- d. The PERFORMANCE PERIOD OF CONTRACT clause in Section F and the BASIS FOR AWARD clause in Section M must be modified accordingly. Check with the team contract specialist for specific wording of these clauses and for other changes which may be required.
- e. Schedules of Deductions, one for the initial period and one for each of the separately priced 12 month option periods, must be included in the contract. Of course the items of work and number of units in the Schedules of Deductions must agree with the firm fixed-price contract line items in Section B and the scopes of work defined in Section C. Paragraph III.D of this User's Guide provides more in depth information on the development of Schedules of Deductions.
- C. <u>Technical Specifications</u>. The technical specifications, Section C, are the single most important part of a facilities support contract. Section C should contain comprehensive technical specifications describing the services required of the Contractor, frequencies of service requirements, and other standards to be met in providing the services, and other information needed by the Contractor to bid on and perform the technical requirements of the contract. Within this section, the user should add or modify the paragraphs in the GPWS to accommodate the particular services for that Center/Installation.
  - 1. Development of the GPWSs poised some unique problems, and it will be a challenge for the specification writer to tailor a GPWS to fit the specific needs of the Center/Installation. The scope of many services can vary widely from Center/Installation to Center/Installation depending on a number of factors, including the overall climate and variations in weather from year to year; and the size, topography, and mission of the Center/Installation. This makes it important for the specification writer to be intimately familiar with the Center's/Installation's service requirements.
  - 2. All of the services in the GPWSs have been categorized as either "scheduled" or "unscheduled". When tailoring the technical specifications the user will need to decide whether enough information is available for a service to be provided on a fixed-price, scheduled basis. If not, the next decision would be to decide if the now unscheduled service should be included in the indefinite quantity portion of the contract, or the fixed-price

(service work) portion of the contract. Whether the specification is being written for a stand alone contract or will be a part of a larger contract that already contains service call provisions, such as for maintenance services, will affect this decision. Of course other factors affect this decision also, including whether or not accurate historical data is available to include the service in the service call provisions, whether or not adequate staffing is available to order and inspect indefinite quantity work, etc.

- D. <u>Schedule of Deductions</u>. If used, the Schedule of Deductions clause in Section E is one of the most important items that the specification writer must consider in tailoring the GPWS, since it directly affects the degree of difficulty required to make payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if a single monthly price or limited number of sub-line items are included in Section B for the performance of the firm, fixed-price contract requirements, and should not be used if a detailed Schedule of Firm, Fixed-Price Work is included in Section B. Refer to paragraph III.B.2. for additional information on fixed-price contract line items.
  - 1. The Schedule of Deductions requires the successful bidder to break down the firm, fixed-price portion of the bid for each of the fixed-price contract requirements in the PWS. This information is used in conjunction with the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES and ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK clauses (Section E), and the PRS table (Attachment J-E1), in making payment deductions for unsatisfactory performance and nonperformance of firm, fixed-price contract requirements. Generally in NASA contracts a schedule of deductions prepared utilizing the PRS has been included in the bid package. The Contractor provides the completed schedule with the contract bid.
  - 2. The user must consider the firm, fixed-price services actually included in the technical specifications, the length of the initial contract term, and whether schedules for separately priced option periods will be included when PRS tables and Schedule of Deductions are prepared.
- E. Performance Requirements Summary. As the GPWS is being tailored a PRS Table should be prepared. This table will be included in Section J of the PWS and will be used primarily by the Contracting Officer (CO) in conjunction with the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES, ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK, and SCHEDULE OF DEDUCTIONS clauses, in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. Additionally, the table is also very useful in the preparation of QA plans (as discussed in the QA Guide) and the Schedule of Deductions, and to provide the Quality Assurance Evaluators (QAEs) and customers a convenient overview of services to be provided. A sample PRS Table, which reflects the contract requirements and work requirements of these GPWSs, is provided in Attachment J-E1 of each GPWS. The user should modify this table to reflect the tailored consideration of the various factors, which influence the selection of work requirement weights. The QA Guide provides guidance on the development of the PRS tables, and should be referred to by the user.
- F. <u>Reviewing the Tailored PWS</u>. Conflicting, contradictory and duplicate (many times stated differently) contract requirements, i.e., inconsistency within a facilities support contract,

inherently lead to protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services, does not obtain the services which were intended, and/or spends a great deal more in contract administration effort than would normally be warranted. To avoid such problems, the user should carefully review the tailored PWS to find and eliminate any inconsistencies that may have been created during the tailoring process.

1. One way to eliminate inconsistencies is through the use of a matrix type check, such as that shown for pest control in Table 2 below. Such a matrix can prove to be an effective check on the consistency of the contract requirements. By matching the function with the applicable paragraph(s), the user can easily review those paragraphs that apply to a particular function without having to continually scrutinize the entire specification.

# TABLE 2 <u>SAMPLE MATRIX CHECK FOR A PEST CONTROL SERVICES CONTRACT</u>

#### **CONTRACT REQUIREMENTS**

Paragraph	Nuisance	Nuisance	Stored Products	Mosquito and	Fly Control
		Pest Control	Pest Control	Biting Pest Control	
C.8	X				
C.9		X			
C.10			X		
C.11				X	
C.12					X
J-C6	X	X	X	X	X
J-C9	X	X	X		X
J-C10	X			X	
J-E1	X	X	X	X	X

- 2. Another, and probably easier way is to utilize word processing software to perform a search on a key word(s). For example, if we wanted to review all contract requirements in a pest control PWS for "termites", the software can search the entire document for that key word, and stop every time it is encountered. In this way the specification writer can quickly check for inconsistencies that may have been overlooked during previous reviews.
- IV. <u>PRE-AWARD CONSIDERATIONS</u>. Prior to award it is essential that the Center/Installation consider the following aspects of the operation and administration of the services contract. Additionally, a number of items must be considered, including a pre-award survey of the apparent low, responsive, responsible bidder, and a review of the submitted quality control program.
- A. <u>Quality Assurance Evaluator Training</u>. It is vitally important to have an adequate number of qualified QAEs on board prior to the contract start date. Prior to bid opening it is essential that the QAEs become familiar with the contract specifications and have adequate training.
- B. <u>Site Visits</u>. The QAE or other Government representative should be prepared to conduct site visits with potential bidders after inviting bids. The purpose of these visits is to familiarize

Contractors with the location of contract requirements, not to provide additional information which should have been included in the PWS. QAEs must be briefed by the Contract Specialist as to what can and cannot be said to potential bidders during site visits. Customers must also be briefed on precautions to be taken so as not to reveal sensitive information to potential bidders during these visits.

- C. Government Furnished Property. The Contractor should be self-sufficient and furnishing any government property to the Contractor is highly discouraged. It is good policy NOT to furnish the Contractor any Government property or at least to minimize it to the greatest extent possible. The objective of the Center/Installation should be to provide only facilities required on site for the contract and Government-owned high cost equipment such as mobile cranes or specialized items of equipment. If the decision is made to provide Government furnished facilities, equipment, and materials, are they ready for turnover? Has a property administrator been assigned?
- D. <u>Building Monitors</u>. Are building monitors designated to act as focal points for customer complaints? If so, have they been properly trained? Are they familiar with the specification? Has a method been developed for customers to submit complaints to the QAE, CO, or other designated representative?
- E. Quality Assurance Plans. Are adequate QA Plans prepared and ready for use?

### Special Addendum to the COSS User's Guide:

# RISK ASSOCIATED WITH CONTRACTING FOR ENVIRONMENTAL SUPPORT SERVICES

- **1. Purpose**. The purpose of this Special Addendum to the *COSS User's Guide* is to identify the potential risks associated with using Performance Based Contracts for Environmental Support Services and to identify actions that can be taken to mitigate those risks.
- **2. Performance Based Contract Intent**. The intent of the Performance Work Statement (PWS) for Environmental Support Services (C.33 and SOO C.6) is to obtain environmental management support services at a NASA Center and/or a component facility. Under a Performance Based Contract the Contractor furnishes all labor, supervision, materials, equipment, transportation, and internal management necessary to provide technical assistance to the NASA Environmental Office and to customers in accordance with the Performance Work Statement and its respective Performance Requirements Summary (PRS). These are written to allow the Contractor as much flexibility as possible to capitalize on and use the Contractor's ingenuity, experience and expertise to obtain the desired end product. The Contractor is advised of what the final end product is to be, but, with few exceptions, not how to do the work to obtain it. Also, integrated within these is the requirement for the Contractor to comply with Federal and state laws and regulations, and NASA and other Policy Guidance.
- **3.** Support Services. The support services included in the Performance Work Statement for which the Contractor will provide support to the NASA Environmental Office and for which templates are provided (Environmental Support Services - Sections C.33 of the COSS and C.6 of the SOO) include: (a) hazardous waste management support services, (b) hazardous material management support services, (c) spill response, (d) NPDES and storm water management support services, (e) asbestos and lead management, (f) universal waste management support services, (g) sanitary landfill management and oversight support services, (h) emissions monitoring, and (i) facilities inspections. The Contractor will provide technical and administrative support to the Center Environmental Office in performing inherently governmental environmental management functions. Examples of Contractor technical and administrative support include assistance in coordinating with Federal, State and local officials; preparing compliance reports and documenting data for NASA approval; assistance in contracting for the offsite transportation of hazardous wastes to TSD facilities; and preparing NPDES permit applications for NASA submittal. Further, any day-to-day support work that is contracted out requires civil servant resources for quality assurance, which involves verifying the acceptability of the work that was performed, ensuring compliance with statute and regulations, validating that data taken and reported is reliable and accurate, and ensuring customer satisfaction.

#### 4. Liability

The Contractor and any other personnel or organizations that generate, store, or otherwise handle hazardous wastes are subject to Federal, state and local regulations governing the management of these wastes and to severe penalties for noncompliance with the regulations. In the area of environmental compliance, the assumption is, "Once a user, always a user" from the time of hazardous waste generation until its appropriate and documented disposal. Legal precedent has held that contracting for environmental support services results in shared risk to varying degrees – by the hazardous waste generator (NASA program), by the Government facility (read: NASA Center), by the Contractor, and possibly by specific individuals – in the event of certain civil service or Contractor actions or inactions.

A primary tenet is that liability cannot be contracted away. Centers should not take comfort in prescribing that all work shall be done in accordance with Federal law and regulation with little other guidance, as is often lazily or recklessly done in performance based contracting. On the other hand, by telling the Contractor not only what to do but how to do it, the Government assumes nearly all of the risk (other than criminal liability) for the work performed by the Contractor.

- **5. Risk**. The Environmental Officer should be aware that there are potential risks associated with using Performance Based Contracts for Environmental Support Services.
- **5.1 Applicability.** Between 40-60% of all environmental work does not fall into the traditional performance based categories of "predictable" and "quantifiable." This precludes firm, fix-pricing of at least that portion of the work and necessitates the use of Indefinite Delivery/ Indefinite Quantity (IDIQ) procedures. Each IDIQ task is separately negotiated on a case-by-case basis, similar to an individual mini-contract, requiring personnel resources, separate funding, and time for its administration, monitoring, acceptance and documentation.

By their nature, performance specifications are designed to give the Contractor latitude in using the Contractor's experience, expertise and ingenuity in deciding how the requirement (output) will be met. In the environmental area, various restrictions and political influences play a role that is not conducive to giving the Contractor this latitude. Consequently, some options that could normally be contracted for under a firm, fixed price performance based-type contract must be constrained.

5.2 Staffing. There is a belief that the more that work is contracted out, the smaller should be the affected Civil Service staff. Although this may be true in several service-related functional areas such as custodial care, grounds maintenance and routine building maintenance, the staffs within Environmental Offices are in a unique situation where, as highlighted in the previous paragraph, liability knows virtually no bounds. There must be adequate quality control and quality assurance oversight by the Environmental Office staff of all operations affecting the environment at NASA Centers and component facilities, including both government and contracted work, and protection against violations of Federal, state and local laws and regulations. At most Centers, QA surveillance will be a new requirement requiring additional staffing with experienced environmental personnel to perform a function that currently does not exist. The greater and more detailed the

surveillance is, the less likely there will be a non-compliance issue, but the more labor intensive and costly the surveillance will be.

Additionally, there are some environmental functional areas that by statute, regulation or policy cannot be contracted for and must be done by experienced NASA civil service personnel. Included here are the direct coordination with Federal, State and local officials on environmental issues, reporting conditions and documenting data to higher authority, authorizing and signing hazardous waste manifests, contracting for the offsite transport of hazardous wastes and the selection of TSD facilities, and submitting to the authorizing agency NPDES permit applications.

Further, as discussed above, approximately half of the work associated with environmental matters does not fit the criteria for firm, fixed pricing and, unless the work is performed by civil service personnel, must be contracted for on an IDIQ basis. Staff time to manage and prepare IDIQ paperwork is high and most NASA Centers and component facilities do not have the available civil service resources to perform IDIQ administrative tasks.

Finally, by contracting out functions under a firm, fixed price performance based contract the NASA Center will lose a certain amount of flexibility. If the work is currently performed by civil service personnel, or even by contract under a cost-plus scenario, the staff can be tasked wherever the need is at any moment. In the firm, fixed price performance based environment the Contractor is obligated and bound to comply only with the requirements and standards set forth beforehand in the contract documents.

5.3 Contract Oversight (Quality Assurance). The Contractor is responsible for Quality Control; that is, for being compliant with every requirement of the Performance Work Statement, as summarized in the Performance Requirements Summary. Quality Assurance is, in short, NASA's plan and methodology for ensuring that the Contractor's Quality Control program is in place and working. When environmental management services and technical support are contracted for, and with the risks and liabilities shared by the Contractor, NASA and individuals associated with environmental statute and regulatory compliance, an aggressive Government Quality Assurance program is critical. The Quality Assurance Plan will address the most suitable surveillance method for each specific fixed-price function in the contract. Quality Assurance of IDIQ work is usually performed on a case-by-case basis as a precursor to product acceptance and payment. Work performed "inhouse" by civil servant employees still requires quality control oversight by experienced environmental personnel.

This quality assurance may take on one or several degrees of detail, depending on the performance of the Contractor and the criticality of the function, ranging from relying solely on customer feedback (minimal surveillance) to random sampling (normal surveillance) to 100% inspection (maximum surveillance) or some combination of these. The greater and more detailed the surveillance is, the less likely there will be a non-compliance issue (i.e., less risk) but the more labor intensive and costly the surveillance will be.

There is difficulty in developing measures and metrics that measure compliance with environmental laws, policy and regulations. Most environmental contract oversight and quality assurance must be "real-time" and not after-the fact. Current metrics measure violations, not compliance, and by the time a violation is detected, it is too late and remedial action needs to take place in order to minimize liability to the Center and to the Agency and to preclude other repercussions that could conceivably shut down operations or result in heavy fines and penalties.

5.4 Training. Contractors performing environmental support services to the Environmental Office must meet the qualifications stipulated in the contract Performance Work Statement. Environmental laws, regulations and policies change rapidly and often, however, and Contractor personnel must continue to be adequately trained and certified to remain compliant with these changes. The costs associated with this training will be passed on to the Government, either in the form of a higher bid price or changes to the contract as new requirements occur.

In addition to staying current on the latest environmental laws, regulations and policies, civil service personnel overseeing contracted support operations require training in performance contracting, quality assurance procedures and priorities, and developing quality assurance plans.

A common occurrence of an inadequately trained Quality Assurance staff is misinterpretation of the Performance Work Statement and individuals micromanaging or otherwise exceeding their contract oversight responsibilities and authorities. This results in overzealous enforcement and demands on the Contractor that are beyond the scope of the Contractor's responsibilities. (Examples include telling the Contractor how to perform a task or to temporarily pull a contract employee from a regularly assigned task to assist in another, as is often done in the cost-plus contract environment.) Ultimately, the disgruntled Contractor will seek reimbursement for unanticipated expenses through a contract change or will cut corners elsewhere that could jeopardize the integrity of more important services.

Also, some lapse in service can be expected at the start of each contract period as the Contractor goes through a normal "learning curve." This can be precluded or at least minimized, however if a phase-in/phase-out period is written into the contract specifications.

5.5 Record Keeping. One reason why much work is not conducive to firm, fix pricing is the paucity of good, historical records that are indicative of the true scope of work that the Contractor can expect over the lifetime of the contract. In order for the Contractor to submit a fair bid, the Contractor must have a clear understanding of all of the resources that will be required, including the frequency and duration of each recurring and non-recurring task, manpower requirements, equipment requirements, documentation and record keeping that is required, follow-up, and so forth. If adequate records are not available, either the work must be performed on an IDIQ basis, or if the Contractor must submit a firm, fixed price, either the price will be extremely high to cover the anticipated risk, or the work will prove extremely costly through frequent changes to the contract and claims for remedy resulting from Contractor misunderstanding, misinterpretation or scope inaccuracies. If there is any

chance that the work will be contracted out in the future, maintenance of adequate records is mandatory.

It is also important to emphasize the responsibility to maintain permits up-to-date. This may be particularly problematic for NASA Centers where changing research projects and research environments constantly require updating the permits already issued, or where changes to local, State or Federal laws likewise mandate new or updated permits to allow continued operations. Although there may be some Contractor support in preparing the permit application, actual responsibility for submission rests with the Center's Environmental Office. Whereas it is difficult to quantify the amount of contractor support required for this function, it is likely to be performed on a costly IDIQ basis.

- 5.6 Inspections. As discussed above, quality assurance inspections under performance based contracts for scheduled and unscheduled (IDIQ) work can be very detailed and time consuming, particularly if the Center chooses to perform 100% inspections on any critical functions, as often may be the case in the area of environmental support services. A Center or component facility with a small civil servant staff may be forced to minimize its oversight to the detriment of work quality, timeliness, following prescribed procedures and documentation. The result is an increased risk to the Center or a requirement for additional civil servant personnel to meet minimal, yet adequate, oversight requirements.
- 5.7 Emergency Response. By their nature, unless emergencies are recurring or there is an adequate record of each similar occurrence in an historical database, emergencies cannot be firm, fixed price and will be contracted for on an IDIQ basis. If procedures are not in place to circumvent the time-consuming IDIQ administrative and contractual effort, there may be an inability to respond to unusual situations and/or requests from external customers or regulators in a timely manner. The IDIQ process is too slow for these usually time-critical items and could result in a myriad of results ranging from contamination of the environment to public outcry to stoppage of operations, fines and penalties. If emergency response is retained "in-house", the Center or component facility must be adequately staffed to respond to any contingency. If the function is contracted for, there must be adequate civil service personnel on hand to expedite the IDIQ paperwork process, monitor the work progress, accept the final result and ensure that the incident was properly and fully documented.
- **6. Recommendations**. Zero risk is not possible. However, the Center or component facility environmental office staff must develop practices, examine the options and select those that best reduce risk. First and foremost, compliance with Federal, state and local environmental laws and regulations is the best protection for NASA Centers and individuals against prohibitions against normal operations, the high costs and time investment involved in remedial actions, costly individual and organizational fines and penalties, and unfavorable public opinion and support. Given that, the following recommendations toward mitigating the risks associated with contracting out environmental support services are provided:
- **6.1 Staffing.** Ensure that the Civil Service staffing is adequate and properly trained for contract oversight and quality assurance as well as for ensuring compliance with Federal, state and local environmental law and regulations.

- 6.2 Contractor Selection. Exceptional and responsible Contractor Management, knowledgeable of environmental law, will significantly affect the amount of risk burden placed on the Government and responsible individuals. During Contractor selection, the program management system in place and proposed, experience in working with all applicable elements of the environment, certifications and licenses held, and knowledge of environmental law should all be factors considered.
- 6.3 Fixed Price Versus IDIQ. The Contractor's performance can only be as good as the Performance Work Statement. To ensure a quality *and affordable* PWS, as much historical (preferably two year's or more) and/or estimated data (with a variance of, say, 10%) that clearly defines the scope and quantity of work must be provided for fixed price work. In cases where historical data is not available or estimates are not even possible, this item should be treated as non-recurring, IDIQ work. The cost for IDIQ work should still be prepriced on a unit cost (such as cost per incident or cost per permit application, etc.,) or cost per labor hour basis, thus expediting the IDIQ work order by knowing in advance what the unit costs are and having to negotiate only the quantities on a case by case basis. By unit pricing, an arrangement can also be negotiated so that the Contractor can respond to an emergency even before the ordering paperwork is completed. Combination Fixed Price and IDIQ Performance Based Contracts are common.
- **6.4 Quality Assurance**. The Quality Assurance staff must refrain from micromanaging the contract work and find that level of oversight where the amount of benefit exceeds the costs expended. A good starting point is to perform approximately the same level of inspection that was done previous to the contract, whether the function was done in house or by another contractor. The surveillance level should then, after a few months of observation, be adjusted upward or downward, depending on the Contractor's level of performance and the Quality Assurance monitoring methodology selected by the Center.
- **6.5 Documentation**. The need for good, thorough and timely documentation cannot be overemphasized in the area of environmental management support. In addition to validating information needed for continued permitting, historical records may be required in litigious situations that could ultimately determine responsibility for a given situation and degree of liability. Further, maintenance of good, thorough documentation will allow for the increased future, fixed price performance contracting of tasks now forced to be performed on a costly IDIQ basis by the paucity of historical documentation. Known documentation requirements should be identified in Attachment J of the contract document and summarized in the Performance Requirements Summary (PRS).
- **6.6 Partnering**. There is a need to establish a partnership between the Government and Contractor in working together to meet on-site environmental requirements. Risk to all involved will be reduced if pre-emptive and proactive actions are taken against potential and actual violations on first discovery.

#### END OF COSS USER'S GUIDE

(Pages 17-22 Not Used)

#### GUIDE PERFORMANCE WORK STATEMENT

FOR

SUBSECTION 28 - PEST CONTROL

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# SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS FOR SUBSECTION 28, PEST CONTROL

discusses a number of issues relative to Section B which the user may want to review prior to tailoring this section. The user must contact the appropriate Center/Installation procurement personnel to identify additional clauses, if any, which may be required in Section B.

In the following example contract line item 101 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of sub-line items (See March 1997, NASA GPWS For COSS Attachment B for and example), each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedule of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in a Schedule of Deductions.

#### **BID SCHEDULE 1: BASE PERIOD 1**

ITEM NO.	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL QUANTITY	UNIT*	UNIT PRICE	TOTAL PRICE
100	PHASE-IN PERIOD (PIP) Estimated Cost	1	LOT	'	_\$
	Fixed Fee  Total Estimated Cost and Fee for Contract Line Item 100	1 <b>PIP</b>	LOT LOT	\$ \$	_\$ \$
101	FIRM FIXED-PRICE (FFP) WORK: Price for the <u>BASE PERIOD</u> for all work specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portions of the contract (Must equal total Schedule of Deductions – Base Period)				
	<b>Total Price for Contract Line Item 101</b>	FFP	LOT	\$	\$
102	INDEFINITE QUANTITY WORK – UNIT PRICED TASKS: Bid price for the BASE PERIOD to perform				

the Unit Priced Tasks of Indefinite Quantity Work. The quantities listed are a realistic

102-28-4a Turf Areas, Severe Outbreaks

(Para. C.28.j.(2))

(Para. C.28.j.(2))

102-28-4b Turf Areas, Non-Severe Outbreaks

estimate provided solely for bid evaluation and for establishing penal sums of bonds (if required).

NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items below are provided for illustration only and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraph III.B.3. of the User's Guide for additional information. DESCRIPTION OF SERVICES/SUPPLIES ITEM ANNUAL UNIT\* UNIT **TOTAL** NO. **OUANTITY** PRICE PRICE SCHEDULE OF INDEFINITE QUANTITY WORK 102-28-1 UNSCHEDULED STRUCTURAL PEST CONTROL 102-28-1a Subterranean Termite Control !NUMBER! LF (Para. C.28.g.(2)(a)) 102-28-1b Powder Post Beetle Control !NUMBER! SF (Para. C.28.g.(2)(b))102-28-1c Dry-wood Termite Control !NUMBER! CF (Para. C.28.g.(2)(d)) 102-28-2 UNSCHEDULED MOSQUITO CONTROL 102-28-2a Adult Mosquito Control !NUMBER! HR !OR \$ (Para. C.28.h.(2)(a)) MILE! 102-28-2b Aerial Pesticide Application !NUMBER! ACRE (Para. C.28.h.(2)(c)) 102-28-3 UNSCHEDULED FILTH FLY CONTROL 102-28-3a Outdoor Control !NUMBER! **EACH** (Para. C.28.i.(2)) **SITE** 102-28-3b Indoor Control (Para. C.28.i.(2)) !NUMBER! **CF** 102-28-4 UNSCHEDULED ORNAMENTAL AND TURF PEST CONTROL

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!NUMBER!

!NUMBER!

SF

SF

ITEM NO.	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL QUANTITY		*UNIT PRICE	TOTAL PRICE
102-28-4c	Ornamentals, Severe Outbreaks (Para. C.28.j.(2))	!NUMBER!	EACH	\$	\$
102-28-4d	Ornamentals, Non-Severe Outbreaks (Para. C.28.j.(2))	!NUMBER!	EACH	\$	\$
102-28-5	UNSCHEDULED MISCELLANEOUS PE	ST CONTROL			
102-28-5a	Animal Control (Para. C.28.1.(1))	!NUMBER!	EACH	\$	_\$
102-28-5b	Carcass Disposal (Para. C.28.l.(2))	!NUMBER!	EACH	\$	_\$
102-28-5c	Bird Control (Para. C.28.1.(3))	!NUMBER!	EACH	\$	_\$
102-28-5d	Operation of Scare/Pyrotechnic Devices (Para. C.28.l.(4))	!NUMBER!	EACH	\$	_\$
102-28	!ADD ADDITIONAL ITEMS AS NEEDED!	!NUMBER!	??	\$	\$
	<b>Total Price for Indefinite Quantity Work</b> (Contract Line Item 102)				\$
	TOTAL PRICE FOR BASE CONTRACT (Contact Line Items 101, and 102)	T PERIOD			\$

CF - Cubic Feet

LF - Linear Feet

HR - Hour

END OF SECTION B

<sup>\*</sup> SF - Square Feet

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#### C.28 PEST CONTROL

!\*

NOTE TO SPECIFICATION WRITER: Certain aspects of pest control operations are regulated by environmental and safety law. Accordingly, the use of this Subsection C.28 should be coordinated closely with Subsection C.33, *Environmental Support Services*. See also the Special Addendum – Environmental Risk, in the COSS Addendum *User's Guide*. These discuss in greater detail the legal, safety and environmental aspects of pest control and other operations.

#### **DEFINITIONS**

The Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) (7 USC ss/135 et seq.) (1972). Provides Federal control of pesticide distribution, sale and use. All pesticides used in the United States must be registered (licensed) by EPA to ensure that when used in accordance with specifications, they will not cause unreasonable harm to the environment. FIFRA gives EPA the authority to limit the amount of pesticide applied, restrict the frequency or location of application, and require the use of specially trained, certified applicators.

<u>Hazardous Chemical</u>. EPA's designation for any hazardous material that requires a Material Safety Data Sheet. Such substances are capable of producing adverse physical effects (fire, explosion, etc.) or adverse health effects (cancer, dermatitis, etc.).

<u>Herbicide</u>. A pesticide designed to control or kill plants, weeds or grasses. These chemicals have wide effects on non-target species.

<u>Insecticide</u>. A pesticide compound specifically used to kill or prevent the growth of insects.

<u>Licensing and Supervision</u>. The Contractor shall be licensed by the State of !INSERT NAME! to provide pest control in the categories specified in this contract. All work shall be performed under the superintendence of a certified, responsible individual, and in accordance with federal, state and local laws and Center/Installation regulations. All pesticide applications shall be made by certified or trained personnel in accordance with the requirements of Attachment J-C34-28.

<u>Pesticide</u>. Substances intended to repel, kill or control any species designated a "pest" including weeds, insects, rodents, fungi, bacteria or other organisms.

<u>Pest Management</u>. Pest control or prevention by a comprehensive approach that considers various suppression techniques, the habitat of the pest, and interrelationships between the pest populations and the ecosystem.

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<u>Rodenticide</u>. A pesticide or other agent used to kill rats and other rodents or to prevent them from damaging food, crops or forage.

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NOTE TO SPECIFICATION WRITER: The *General Requirements* paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification.

\*

a. General Requirements. The Contractor shall furnish all labor, supervision, tools, materials, equipment, and transportation necessary to provide pest control services in accordance with the requirements herein. The work includes the performance of trouble call work (See COSS Subsection C.11, General Requirements and Procedures for Trouble Call Work), recurring work (See COSS Subsection C.12, General Requirements and Procedures for Recurring Work), and indefinite quantity work (See COSS Subsection C.13, General Requirements and Procedures for Non Recurring (Indefinite Quantity) Work). The work requires the performance of nuisance and structural pest, mosquito and biting fly, filth fly; ornamental and turf pest, weed, and other miscellaneous pest control services.

NOTE TO SPECIFICATION WRITER: Licensing requirements for pest control services vary substantially from state to state and are often complicated and confusing. Since the generic requirements provided below may not be adequate, check with a local agricultural extension service representative or equivalent for specific guidance.

(1) <u>Licensing and Supervision</u>. The Contractor shall be licensed by the State of !INSERT NAME! to provide pest control in the categories specified in this contract. All work shall

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be performed under the superintendence of a certified, responsible individual, and in accordance with federal, state, local, and Center/Installation laws and regulations, particularly the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) of 1972 (as amended). All pesticide applications shall be made by certified or trained personnel in accordance with the requirements of Attachment J-C34-28.

(2) <u>Notification of Actual or Potential Pest Problems</u>. The Contractor shall report to the Contracting Officer any evidence of pests or conditions conducive to pest infestation which are not covered in the contract, at the time such condition is first noticed.

!*************************************
NOTE TO SPECIFICATION WRITER: The Contractor should be self-sufficient and furnishing any
government property to the Contractor is highly discouraged. It is good policy NOT to furnish the
Contractor any Government property or at least to minimize it to the greatest extent possible.
***************************************

- b. <u>Contractor Furnished Items</u>. Except for the items listed in COSS Subsection C.5, *Government Furnished Property and Services*, the Contractor shall provide all facilities, equipment, materials, and services to perform the requirements of this contract. Such equipment and the use of that equipment shall be subject to the inspection and approval of the Contracting Officer prior to and during the life of the contract.
  - (1) <u>Pesticide Dispersal Equipment</u>. The Contractor shall supply all fuel, lubricants, and spare parts, and provide repair and maintenance as necessary to keep all equipment in good operating condition, to include:
    - (a) All tanks, hoses, pumps, control valves, and gauges shall be free of visible deterioration, shall not leak, and shall operate at the manufacturer's recommended rates and pressures. Equipment that has failed shall be replaced and/or repaired by the Contractor prior to resuming operations.
    - (b) Screens, strainers, and filters shall be used and maintained in accordance with the pump, sprayer, and nozzle manufacturer's instructions.
    - (c) Spray nozzles shall deliver spray patterns as specified by the nozzle manufacturer. Nozzles that become clogged or eroded shall be repaired or replaced by the Contractor prior to resuming operations.
    - (d) Ultra-Low Volume (ULV) equipment shall be calibrated to assure proper flow rate and droplet size of pesticide as required by the label. ULV equipment shall be calibrated prior to initiation of the contract and thereafter every !INSERT! hours of use (or per manufacturer's recommendations), or when the machine is repaired. A droplet size analyses shall be performed once per year. Calibration and droplet analysis reports shall be maintained on file and made available for review by the Contracting Officer.

- (e) All pesticide dispersal equipment, including bait stations and trays, shall be clearly and plainly marked with "DANGER PESTICIDES", or as required by applicable regulations.
- (2) <u>Pesticides</u>. All pesticides used by the Contractor shall be registered with the EPA and applicable state lead agency for the use intended. Labels and material safety data sheets shall be submitted for the Contracting Officer's approval for each pesticide intended to be used at least !INSERT! calendar days prior to the start date of the contract. Any proposed changes in approved pesticide usage shall be submitted for the Contracting Officer's approval at least !INSERT! working days in advance of the anticipated use.
  - (a) All pesticide usage shall be in strict conformance with label directions. The Contractor shall maintain a label book of pesticides used, and have it readily available for the Contracting Officer's inspection at all times. !LIST ANY SPECIFIC PESTICIDES WHOSE USE IS NOT PERMITTED ON THE CENTER/INSTALLATION, OR DELETE THE FOLLOWING SENTENCE! The following pesticides shall not be used on the Center/Installation:

#### !INSERT IDENTIFICATION OF PESTICIDES!

- (b) All pesticides, rinse water, and containers shall be disposed of in accordance with label directions. Pesticides, rinse water, and containers shall not be disposed of on the Center/Installation unless specifically allowed and at the site designated by the Contracting Officer.
- (c) Pesticide spills shall be cleaned, decontaminated, and reported to the Contracting Officer within !INSERT TIME PERIOD!.

#### (3) Vehicles.

- (a) <u>Safety Equipment</u>. Vehicles used to transport pesticides shall be equipped with a fire extinguisher, spill and decontamination kit, and emergency wash water.
- (b) <u>Security</u>. All pesticides carried on vehicles shall be secured in locked compartments at all times on the Center/Installation. Vehicles shall not be left unattended at any time unless properly locked and secured.
- (c) <u>Appearance</u>. All vehicles shall be maintained with a clean and orderly appearance, free from observable pesticide spills, residues, or build-up. Vehicles shall not be cleaned or washed on Government property unless otherwise specified in the contract.

NOTE TO SPECIFICATION WRITER: Reports and information required by regulations and higher authority, and which are required to periodically monitor and document the Contractor's operations should be listed in Attachment J-C6-28. Include sample report formats when available, or provide information on required formats, type of data required, etc., so that the Contractor can clearly visualize the required administrative effort.

- c. Management. In addition to the provisions of COSS Subsection C.8, Management, and Attachment J-C6-28 the Contractor shall maintain daily records of *all* pest control operations, both chemical and non-chemical, on !INSERT FORM NUMBER(S) AND PROVIDE COPY(S) IN J-C6-28!. The form(s) shall be filled out daily as operations are performed, and all entries must be completed within !INSERT! hours of performance. Completed form(s) shall be made available upon request for inspection, and shall be forwarded to the Contracting Officer with the monthly invoice each month following the month of operation. Form(s) which are rejected by the Contracting Officer due to improper preparation shall be corrected and resubmitted by the Contractor at no additional cost to the Government. The Government will provide blank form(s).
- d. Operations Procedures Plan. The Contractor shall develop an Operations Procedures Plan for providing pest control services at !INSERT CENTER/INSTALLATION NAME!. The objective is to perform pest control services in accordance with applicable codes, standards, regulations and acceptable industry practices to provide a pest free environment at !INSERT CENTER/INSTALLATION NAME!. The Plan shall be developed using the following guidelines: (1) existing Center/Installation pest control services procedures, (2) Government procurement and acquisition regulations, (3) equipment and system manufacturer's recommendations, (4) applicable provisions of the Center's/Installation's safety manual, (5) the Center's/Installation's Facilities Master Plan, (6) applicable federal and State laws, rules, guidelines and regulations, and (7) the Directives/Reference and Manuals/Publications listed in Attachment J-H1. The procedures shall cover the receipt and processing of work statements, resource identification and approval, work scheduling (See paragraph e., General Service Requirements, below), work status reporting, record keeping and documentation, project coordination, Government progress reviews and approval, resolving technical issues, and any other appropriate procedures for standardizing the provision of these services in as simple a manner as feasible. A Draft Initial Plan shall be submitted to the Contracting Officer for approval at least !INSERT NUMBER! days prior to the contract start date. The Contractor shall review the Plan at least quarterly, make updates, and resubmit the updated Plan (or a written memorandum validating that the existing Plan is still accurate in all respects) to the Contracting Officer for approval by the third work day of the start of each quarter. Deviation from the approved Plan is acceptable only with the approval of the Contracting Officer.
- e. General Service Requirements. Paragraphs C.28.f. through C.28.l. specify the specific services to be provided by the Contractor. All services both scheduled and unscheduled, shall be included in the firm, fixed-price portion of the contract unless specifically designated as indefinite quantity. The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall make every effort to minimize the impact of the interference, inconvenience, etc.

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(1) <u>Scheduled Services</u>. Proposed schedules for each scheduled service, covering the entire term of the contract, shall be included in the Operations Procedures Plan (See paragraph C.28.d. above). Schedules shall indicate the week of the month that monthly or less frequent services shall be performed and the day of the week that biweekly or more frequent services shall be performed. Schedules approved in the Operations Procedures Plan shall be strictly adhered to, and any proposed changes must be submitted for the Contracting Officer's approval at least !INSERT! working days in advance. All scheduled services are included in the firm, fixed-price portion of the contract.

(2) <u>Unscheduled Services</u>. Unscheduled services may be performed as trouble call work (firm, fixed-price) or indefinite quantity work, as delineated in the technical specifications for each service. The Contractor shall provide adequate procedures for receiving and responding to service calls and indefinite quantity delivery orders during regular working hours. The Contractor shall provide a single local or toll free telephone number for the receipt of all such orders.

NOTE TO SPECIFICATION WRITER: Modify or delete the service work standards and procedures specified below as required, particularly if the specifications will be included as a part of a larger multi-function contract which already contains service call provisions. Delete the emergency call classification if not needed.

- (a) <u>Service Work</u>. A service call is an unscheduled request for pest control services which is initiated by building occupants, or by designated Government representatives. All service work is included in the firm, fixed-price portion of the contract. The Government will advise the Contractor by phone of all service call requests and the classification of each call as either "emergency" or "routine" based on the definitions provided below. A description of the pest problem, date and time received, location, classification, and other appropriate information will be placed on a Service Call Work Authorization Form and a copy made available for pickup by the Contractor as instructed by the Government. A copy of the work authorization form shall be returned to the Government within !INSERT NUMBER! hours after the completion of the initial inspection and treatment for each service call.
  - Emergency Calls. Service calls will be classified as emergency at the discretion of the Contracting Officer. Generally, emergency calls will consist of obtaining control of pests which could affect the health or well being of personnel. The Contractor shall respond immediately and must be on site to provide an initial inspection and treatment within !INSERT NUMBER! hours after receipt of an emergency call.

- <u>Routine Calls.</u> All non-emergency service calls will be classified by the Contracting Officer as routine. The Contractor shall complete the initial inspection and treatment for each routine service call within !INSERT NUMBER! working days after receipt.
- (3) <u>Facility Manager Notification</u>. The Contractor shall notify the building Facility Manager, if any, in writing of any scheduled services to be performed in their building. All required monitor preparation actions shall be listed in the notification, which shall be provided four to seven calendar days in advance of the scheduled service date. A sample notification form is provided in Attachment J-C35-28. Areas, which have not been properly prepared, shall not be treated and the Contractor shall coordinate with the monitor as required until all preparations have been completed, at no additional cost to the Government.
- (4) <u>Essential Service Components</u>. The following actions shall be taken by the Contractor each time services are rendered under the contract:
  - (a) A complete inspection shall be made of the site.
  - (b) Pest(s), visible pest damage, and any potential for pest infestation shall be identified.
  - (c) The extent of the pest problem shall be determined.
  - (d) Corrective measures shall be rendered as appropriate to control, prevent, or otherwise mitigate the pest(s). The Contractor shall consider the use of non-chemical control techniques prior to using a pesticide. When a pesticide is required, a variety of control methods (Integrated Pest Management IPM) shall be used in an effort to minimize the quantity of pesticide used and to enhance its effectiveness.
  - (e) The effectiveness of the treatment shall be evaluated and retreatments made until the minimum specified levels of control are achieved.
  - (f) If appropriate, communicate with the building Facility Manager, occupants, housekeeping staff, etc., to improve sanitation, waste handling, and other measures beyond the Contractor's purview, but which impact effective pest management.
- (5) <u>Re-treatment Requests (Call backs)</u>. The Contractor shall re-treat previously treated areas within !INSERT NUMBER! hours (Sundays and holidays excepted) after receipt of notice from the Contracting Officer that inspection has revealed control limits that have been exceeded. All re-treatments shall be made at no additional cost to the Government, and there is no limit to the number of call-backs for re-treatment of control failures.
- (6) <u>Technical Specification Changes</u>. As technology improves and new materials and methods become available, it may become necessary to alter the technical specifications of this contract to accommodate such changes as those that would reduce reliance on pesticides or use safer materials. The Contractor shall recommend specification changes to the Contracting Officer whenever:
  - Newer, safer, and more effective methods become available

- More selective pesticides become available
- Less toxic and less persistent pesticides become available

NOTE TO SPECIFICATION WRITER: Modify paragraphs f. through l. as required to describe the specific pest control services required, ensuring that control levels are specified for each pest identified. Contact a local agricultural extension service representative or equivalent if assistance is needed in establishing control levels. Remember that the cost of the contract can be expected to increase as more pests are included and control levels are intensified.

If the user chooses to change a given service in the GPWS from scheduled to unscheduled, or from scheduled to unscheduled, appropriate corresponding changes would need to be made to the Schedule of Deductions and/or Schedule of Indefinite Quantity Work, the Performance Requirements Summary Table (Attachment J-E1), and Attachment J-C36-28. See the *User's Guide* paragraph III.B.4 for additional information.

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# f. Nuisance Pest Control.

(1) Scheduled Nuisance Pest Control Services. The Contractor shall provide pest control services on a scheduled basis for the control of cockroaches, ants, silverfish, spiders, mice, rats, and !INSERT ANY OTHERS!. Services shall be provided at the locations(s)/site(s) specified in Attachments J-C36-28 and J-C13-28, and at least as frequently as specified in Attachment J-C36-28. The Contractor shall increase Service frequencies, if necessary, to obtain and maintain the control levels specified, at no additional cost to the Government. When infestations are found, utilize standard industry practices to control the pest by caulking, screening, or other exclusion or harborage elimination procedures; or by trapping, pesticidal bait application, or other minimal application of least toxic pesticides and formulations. Perform follow up inspections and, if necessary, repeat IPM measures until the minimum acceptable level of control specified below is achieved.

NOTE TO SPECIFICATION WRITER: Add or delete the specific nuisance pests and change the suggested control limits as required to suit local requirements and conditions.

# (a) Cockroaches.

- In buildings scheduled for service biweekly and monthly (Attachment J-C36-28), cockroach control shall be consistently maintained. Control is defined as two or less spot (an area of two square feet) infestations in any one building, and no more than six cockroaches found in any one spot. If more than two spot infestations are found or more than six cockroaches are found in any one spot, a re-treatment request will be issued by the Contracting Officer.
- In buildings scheduled for service quarterly the premises should remain virtually free of cockroaches. If an infestation is located by the Contractor during a

scheduled inspection and treatment, and a follow-up inspection and treatment is required to ensure that control has been obtained, provide a copy of the follow-up treatment schedule to the Contracting Officer.

- (b) Ants. Control shall be established within !INSERT NUMBER-30! calendar days after the start date of the contract and remain virtually free of any infestation for the duration of the contract. If an infestation is located by Contractor personnel during the scheduled inspection and treatment, and a follow-up treatment is required, the follow-up treatment shall be scheduled and the schedule provided to the Contracting Officer.
- (c) Other Arthropod Pests. Control shall be achieved within two treatments. Control is defined as less than two sightings of the target pest during a !INSERT NUMBER-30! calendar day period.
- (d) Rodents. The use of glue boards, snap traps, and other non-poisonous control methods shall be emphasized. Rodenticides shall be placed only in distinctly marked, spill proof bait stations, which are inaccessible to children, pets, and non-target wildlife, or in burrows which shall be closed immediately after treatment. Bait stations shall not be placed in food service or food preparation areas without the prior written approval of the Contracting Officer. Control shall be established within !INSERT NUMBER-30! calendar days after the start date of the contract and remain free of infestation for the duration of the contract. Physical signs of rodent activity, such as active burrows, droppings, urine stains, commodity damage, etc. shall be evidence of lack of control.
- (e) Nuisance Birds. Nuisance birds shall be prevented from nesting, roosting, or loafing on exterior and interior surfaces of *all* buildings and structures listed under the "SCHEDULED NUISANCE PEST CONTROL" paragraph, Attachment J-C36-28. "Nuisance birds" generally refers to pigeons, starlings, and English sparrows. Nontarget species and their nests shall not be harmed without prior approval of the Contracting Officer and procurement of any required permits. Utilize a bird management program combining trapping, physical removal, non-lethal repellents, physical barriers, and toxic baits or perches. Dead and dying birds resulting from the control program shall be disposed of off the !INSERT EITHER CENTER OR INSTALLATION!. Control shall be established within !INSERT NUMBER-30! calendar days after the contract start date, and maintained for the duration of the contract. Control is defined as no more than five pigeons and no more than eight birds total (all nuisance species combined) sighted on a building or structure at one time.

NOTE TO SPECIFICATION WRITER: Tailor the following paragraphs to include those nuisance pests to be controlled on an unscheduled basis. *If adequate historical data is not available, change from service (Trouble Call) work to indefinite quantity work* and include appropriate contract line (bid) items in the Schedule of Indefinite Quantity Work. See User's Guide paragraph III.B.4 for

additional information.

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- (2) <u>Unscheduled Nuisance Pest Control Services</u>. The Contractor shall provide pest control services on a trouble call (fixed-price) basis in buildings and areas of buildings not covered by scheduled pest control services, around the exterior of buildings, and in adjacent exterior areas for the control of arthropods, rodents, and other crawling and flying pests. Utilize standard industry IPM practices to treat the area(s) specified in the work authorization, perform follow-up inspections, and, if needed, re-treat at no additional cost to the Government until the minimum acceptable level of control specified below is achieved.
  - (a) <u>Service Requirements</u>. Structures, buildings, and adjacent areas shall receive treatment when ordered to control existing infestations. The scope and type of treatment shall be based on conditions. Historically there have been !INSERT NUMBER! trouble calls for these services per year.

# (b) Minimum Acceptable Level of Control.

- <u>1</u> For arthropods other than cockroaches and ants, elimination of most of these pests shall be established in one visit. Re-treatment may be necessary for fleas. If any re-treatments are necessary, they shall be accomplished at no additional cost to the Government.
- Elimination of cockroaches and ants shall be established within !INSERT NUMBER-30! calendar days and remain free of any infestation for at least !INSERT NUMBER-30! calendar days.
- 3 Rodent infestations shall be eliminated within a !INSERT NUMBER-30! calendar day treatment period and remain rodent free for an additional !INSERT NUMBER-30! calendar days thereafter.

#### g. Structural Pest Control.

- (1) <u>Scheduled Structural Pest Control Services</u>. The Contractor shall perform as part of the firm, fixed-price work an in-depth inspection of all facilities listed in Attachment J-C36-28 annually for termites, wood destroying fungi, and powder post beetles. The findings of each inspection of a structural unit, including negative findings, shall be recorded. Reports shall be prepared (see Attachment J-C6-28) and shall include a graph or complete description of the location, nature, and extent of any infestation and damage. Completed reports shall be provided to the Contracting Officer within !INSERT NUMBER! working days following the completion of each inspection.
- (2) <u>Unscheduled Structural Pest Control Services</u>. The Contractor shall provide structural pest control services on an unscheduled (indefinite quantity) basis in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work* and as specified below. Services shall be completed within !INSERT NUMBER! working days after receipt of the delivery order.

- (a) <u>Subterranean Termite Control</u>. Provide control of subterranean termites as requested by delivery order.
- (b) <u>Powder Post Beetle Control</u>. Provide control of powder post beetles as requested by delivery order.
- (c) <u>Warranty</u>. The Contractor shall provide the Contracting Officer with a written warranty, in acceptable form, for each building or building unit treated for subterranean termites or powder post beetles, good for a period of no less than five years, guaranteeing re-treatment of any subsequent infestation and that any structural damage due to an infestation after the initial treatment shall be repaired at no additional cost to the Government. A detailed written structural assessment shall be made by the Contractor with concurrence by the Contracting Officer prior to initial treatment for reference at a later date, should there be any questions of subsequent damage. The limit of the Contractor's liability for repairs is \$25,000 per building.
- (d) <u>Dry-wood Termite Control</u>. Provide dry-wood termite control as described below.

NOTE TO SPECIFICATION WRITER: Because of the difficulty in determining that all dry-wood termites are killed during a fumigation, the presence of an inspector trained in fumigation, while fumigant concentration readings are taken, is essential. Adherence to proper procedures must be assured while the work is being accomplished.

- <u>Safety Measures</u>. The Contractor shall ensure that proper techniques and procedures are followed and precautions are taken to prevent injury to any person and damage to property as a result of work accomplished under this subsection. These precautions shall include but are not limited to the following:
  - <u>a Safety Equipment</u>. Before releasing any gas, the Contractor shall deliver to the Contracting Officer, ready for use by Government personnel, two full-face gas masks, each with two new, unused canisters appropriate for the gas to be employed, or a similar number of self-contained breathing apparatuses, each with a cylinder of air; a completely stocked and illustrated fumigator's first aid kit (all meeting specifications of the Health and Safety Division, Bureau of Mines, U.S. Department of the Interior); and at least one approved low volume gas detector for the fumigant to be employed. All such equipment will be held at the site until completion of the work.
  - <u>b</u> <u>Notification of Security Officer</u>. Before fumigation operations are begun, the !INSERT EITHER CENTER OR INSTALLATION! Security Officer shall be informed. Upon completion of the work, the Contractor shall notify the !INSERT CENTER/INSTALLATION! Security Officer that the building is being left unattended.

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- <u>o</u> <u>Disconnection of Services</u>. Before fumigation is begun, all gas and other fuel supplies shall be cut off. Electric and telephone service need not be disconnected; however, the electric main entrance switch shall be pulled. All fires, including pilot lights, shall be extinguished prior to beginning fumigation procedures. After fumigation and subsequent ventilation has been completed, electric power, pilot lights, etc., shall be turned on/relit. Damage to any service caused by the Contractor shall be repaired at no additional cost to the Government.
- <u>Barricades</u>. A double rope barricade shall be placed no closer than 20 feet to, and around the entire perimeter of the building to be fumigated. Existing fences may substitute for rope barricades if they are at least 20 feet from the building.
- <u>Signs</u>. Warning signs including a statement that the building is being fumigated with sulfuryl fluoride !OR OTHER GAS! gas shall be placed prominently on all means of ingress to the building and grounds, including fences and rope barricades surrounding the work. Signs shall not be less than 18 by 24 inches in size and shall meet all state and local wording requirements.
- <u>Guards</u>. At least two guards shall be placed around the building before the gas is released. Guards shall be positioned at either end of the structure so that the maximum amount of the building is under continuous observation. Guards, warning signs, and barricades shall be maintained during the entire fumigation process until the Contractor has checked for gas concentration and declares the entire area gas free and safe for normal occupancy.
- <u>Lighting</u>. The Contractor shall provide adequate lighting around the exterior of the structure being fumigated so as to permit ready detection of trespassers during the night.
- <u>h</u> <u>Evacuation of Personnel</u>. After all persons and animals are evacuated from within and under the building, guards are posted, and prior to release of the fumigant, the Contractor and Contracting Officer shall jointly inspect all rooms and spaces to assure that evacuation is complete.
- <u>i</u> <u>Partial Fumigation</u>. No partial fumigation of any building shall be allowed.

# 2 Preparation.

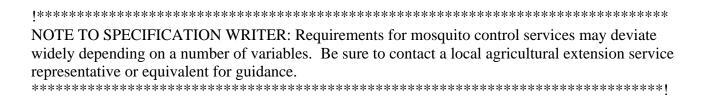
a Grass and Shrubbery. Wet the soil in planted areas to a depth of six inches for a distance of one-foot outward from the areas to be covered by the tarp to protect nearby plant roots from injury. In this respect, the Contractor shall exercise every precaution to protect and preserve grass and shrubbery that may come into contact with the building. Should any plants, shrubs, or grass be damaged by the gas or otherwise, they shall be replaced at no additional cost to the Government.

- <u>Sampling</u>. Furnish and install a minimum of four polyethylene tubes leading from designated locations within the structure to an approved location outside for the purpose of recording gas concentrations. Also furnish and have available during the entire fumigation period an approved thermal conductivity gas metering device correctly calibrated in ounces per thousand cubic feet for the fumigant to be employed, and capable of sampling from the aforementioned polyethylene tubes.
- <u>Removal of Damageable Items</u>. Remove from the building all items that might be damaged by the fumigant and store such items in locked storage.
   Lost or damaged items shall be repaired or replaced by the Contractor at no additional cost to the Government.
- <u>d</u> <u>Building Proper</u>. In preparation of the building for fumigation, exterior doors and windows and all entrances to enclosed interior areas such as doors or windows leading to closets or cabinets or between rooms shall be opened to facilitate distribution of the gas during the fumigation and to insure maximum ventilation at the end of the fumigation period.

#### 3 Procedure.

- <u>a</u> General. The building to be fumigated shall be completely enclosed with a gas-impervious tarpaulin material, with all sheeting seams securely sealed, and the lower edges of the enveloping cover sealed to the ground or finish grade level in a trench, with moist soil or with sand or water "snakes" (flexible tubing filled with water).
- b Introduction of Chloropicrin. After preparation and sealing of the structure (except for one entrance) and prior to injection of the sulfuryl fluoride (Vikane), the Contractor shall introduce chloropicrin into the structure. The chloropicrin shall be introduced by placing cotton in shallow dishes and setting the dishes in the air stream of an electric fan within the structure and pouring the chloropicrin over the cotton at the rate of one ounce per 10,000 to 15,000 cubic feet of space to be fumigated. The building will then be sealed and the fans started.
- <u>Fumigation</u>. After preparing and sealing the structure for fumigation, the fumigant described below shall be released from cylinders placed outside the enclosed areas, through not less than two hoses of either rubber, polyethylene tubing, or copper tubing leading to points well distributed within each floor of the building as previously approved by the Contracting Officer. The liquid shall be injected at a temperature and under such pressure as to be completely vaporized on its release. By use of electric fans, not less than four fans per building having a capacity of 3,000 to 5,000 CFM, air turbulence shall be created sufficient to distribute and maintain uniform distribution of the fumigants throughout all portions of the building and to prevent stratification of gas at any location.

- <u>d</u> Fumigant and Dosage Rates. The fumigant shall be sulfuryl fluoride (Vikane) gas, and shall be injected in vapor form and maintained in accordance with the Dow Chemical Company Fumiguides B and Y. When the whole Fumiguide calculated initial concentration is obtained from all sampling points, the <u>24 hour</u> fumigation time period starts. If the Contractor wishes to increase dosage rates to shorten the fumigation time in accordance with Fumiguide Y, prior approval of the Contracting Officer is required.
- <u>Borate Treatment</u>. In addition to the aforementioned treatment, a glycol borate solution of Bora-Care<sup>TM</sup> shall be applied in attic and crawl spaces of the building. Apply a 1 part water to one part Bora-Care<sup>TM</sup> solution to the point of run off (1 gallon of diluted solution for each 500 feet of surface area) to all exposed wood surfaces. Follow all labeled directions for the safe handling and use of this product. Aerosol application will be allowed <u>only</u> in inaccessible areas and with the prior approval of the Contracting Officer.
- <u>Sampling</u>. During the actual 24 hour fumigation period the gas laden atmosphere within the enveloped structure shall be sampled from all sampling points five times; at the inception, at four hours after inception, at eight hours, at 16 hours, and at 24 hours, to assure proper distribution of the gas and maintenance of the level of concentration specified. A record of the readings taken for each sampling shall be maintained and a copy of this record shall be delivered to the Contracting Officer upon completion of the treatment.
- <u>Aeration</u>. Upon termination of the fumigation exposure period remove all seals, open all doors and windows, and use ventilation fans to remove fumigants from dead air pockets with full observance of accepted safety, state, and labeled aeration procedures to avoid exposure of any persons or other life to dangerous concentrations of fumigant gas. The Contractor shall check for complete aeration with a low volume gas detector in all enclosures that might retain concentrations of gas, such as closets, cabinets, refrigerators, and chests, and certify to the Contracting Officer that the structure is gas free and available for re-occupancy.
- <u>5</u> <u>Clean Up</u>. Upon completion of the fumigation remove all debris and rubbish resulting from the work, replace damageable items removed from the building, and repair all damage resulting from the work.
- Warranty. The Contractor shall guarantee that the fumigated building is completely free of living dry-wood termites for one year after the fumigation is completed. A thorough inspection of the structure in accompaniment of the Contracting Officer shall be made twice, at six-month intervals, following fumigation date. The written findings of each inspection shall be provided to the Contracting Officer within !INSERT NUMBER! working days after inspection completion. Reappearance of positive evidence of dry-wood termite infestation, except from furniture and other moveable property installed during the one year period, shall constitute evidence of improper fumigation and lack of control, and the building shall be re-fumigated at no additional cost to the Government.



- h. Mosquito and Biting Fly Control.
  - (1) Scheduled Services.

NOTE TO SPECIFICATION WRITER: Although they are more expensive to use than the New Jersey-type traps specified below, CDC or other CO<sub>2</sub> producing traps with self contained power sources may be used.

(a) Adult Mosquito Surveillance. The Contractor shall provide adult mosquito surveillance utilizing !SPECIFY NUMBER! New Jersey-type mosquito light traps placed at the locations indicated in Attachment J-C13-28. Surveillance shall be conducted for four consecutive nights each week to determine the presence, sources, species, and numbers of pest and vector mosquitoes. Surveillance shall begin one hour before sunset and last until one hour after sunrise during the period starting !INSERT DATE! and continuing through !INSERT DATE!. On each of these days, light traps shall be checked for proper operation (repaired or replaced when needed) and emptied of catches before 9:00 a.m. Mosquitoes (male and female) shall be identified to at least genus and the more common mosquitoes identified to species. All female mosquitoes caught shall be counted and tallied by light trap, and a written tally provided to the Contracting Officer before noon on each day that mosquitoes are collected. Based on the tally the Contractor shall provide with the tally a recommendation for treatment if required or state that no treatment is required at this time.

NOTE TO SPECIFICATION WRITER: Add any applicable state restrictions, such as those in Florida which prohibit the use of organo-phosphate larvicides, to the following paragraph. If not required 12 months per year, indicate the period of performance.

(b) <u>Larval Surveillance and Control</u>. Dip counts shall be made when and where temporary water stands longer than three calendar days in the areas indicated in Attachment J-C13-28. Such water shall be dipped every other working day where the occurrence of larvae is possible. Dip counts shall be completed and a written tally provided to the Contracting Officer before 9:00 a.m. of the day following the taking of the counts. Larvae and pupae shall be treated with an appropriate EPA registered material, excluding diesel oil, whenever dip counts exceed the minimum acceptable level of control specified in paragraph C.28.h.(3)(c) below. If treatment is required, it shall be provided within 48 hours of dip count. A new dip count shall be taken 48

hours following treatment and results reported to the Contracting Officer before 9:00 a. m. the day following the taking of the counts. Should the counts still exceed the minimum acceptable level the areas shall be re-treated and re-tested. Historically, these services have been provided at the following frequency:

NOTE TO SPECIFICATION WRITER: Provide information similar to that shown in the following example. The numbers shown are fictional.

<u>Year</u>	Number of Times Services Required	Total Number of Counts Taken	Number of Treatments Required
1998	6	48	2
1999	9	63	7

#### (2) Unscheduled Services.

- (a) Adult Mosquito Control. The Contractor shall provide unscheduled (indefinite quantity) adult mosquito control services by the application of insecticide using a truck-mounted ultra low volume (ULV) aerosol generator. The aerosol generator shall be capable of reliably generating an aerosol within the specified limits of the insecticide label, and shall be periodically calibrated as specified in COSS Subsection C.6, Contractor Furnished Items. Treatment shall be initiated within !INSERT NUMBER! hours after receipt of a delivery order, weather permitting. Treatments shall not be started or continued if wind is in excess of 15 miles per hour, if rain is falling, or if the temperature at ground level is warmer than the temperature six feet above the ground. Strict adherence to all label requirements, such as vehicle speed, ULV generator calibration, direction of travel (in relation to wind direction), space between swaths, etc., is required. When completed, application shall reduce pretreatment !BITING, TRAP, ETC! counts by !NUMBER! percent (%) and shall be within the minimum acceptable level of control specified in paragraph C.28.h.(3).
- (b) <u>Blackfly !OR OTHER BITING FLY! Control</u>. The Contractor shall !DESCRIBE THE SERVICE REQUIRED, OR DELETE THIS PARAGRAPH AND INSERT AS A PART OF MOSQUITO CONTROL!.

NOTE TO SPECIFICATION WRITER: An aerial spray validation statement, environmental assessment, and project approvals may be required prior to aerial spraying. Contact a local agricultural extension service representative or equivalent for details on these requirements, control levels, and other information required in the following paragraph. Aerial pesticide applications may be used for the control of many pests other than mosquitoes, if required.

(c) <u>Aerial Pesticide Application</u>. The Contractor shall provide unscheduled (indefinite quantity) aerial applications of !PESTICIDE NAME! to control !PEST NAME! in accordance with COSS Subsection C.13., *General Requirements and Procedures for* 

*Non-recurring (Indefinite Quantity) Work* and requirements of this subsection. Specific location(s) to be treated shall be provided with each order.

- 1 Applications shall be made only between the hours of !INSERT! and !INSERT! and only when winds are less than !INSERT! miles per hour.
- 2 A certified aerial applicator shall perform each treatment or provide on-site supervision of required calibrations and treatments.
- 3 FAA approval shall be obtained for low level flying over any congested areas sprayed or overflown on turns (Federal Aviation Regulations Part 137).
  Documentation of such approvals shall be provided to the Contracting Officer at least !INSERT NUMBER-24! hours prior to performing aerial operations.
- 4 Radio contact shall be maintained with responsible airfield towers at all times during actual aerial sprays.
- <u>5</u> Pesticide shall be applied in a manner to minimize drift out of the target area and to avoid the following environmentally sensitive areas: !INSERT INFORMATION ON SENSITIVE AREAS, IF ANY!
- <u>6</u> Aerial applications shall begin within !INSERT NUMBER-48! hours after receipt of a delivery order, weather permitting.
- When completed, an aerial application shall reduce pretreatment !BITING, TRAP, ETC! counts by !INSERT NUMBER! percent (%).

(3) <u>Minimum Acceptable Level of Control</u>. Populations shall be maintained at or below critical levels for the following species and survey methods:

<u>SPECIES</u>	<u>CRITICAL LEVEL</u>	SURVEY METHOD
(a) Mosquitoes	20 females/trap/ night	New Jersey Light Trap
(b) Mosquitoes or Biting flies	Five bites/minute on one arm	Landing Count
(c) Mosquitoes (Immature)	Three larvae or pupae/dip	Dip counts in water

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NOTE TO SPECIFICATION WRITER: The user may either designate the specific fly species or use the generic term "filth flies". Add any special fly control requirements.

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#### i. Fly Control.

- (1) <u>Scheduled Fly Control Services</u>. Scheduled fly control services shall be provided at least as frequently as specified at the sites indicated in Attachment J-C36-28 to achieve the levels of control specified below.
  - (a) Method of Control. ULV space treatments shall be used to control flying adults indoors or for quick knockdown outdoors. Outdoor control shall normally utilize residual insecticides and baits.
  - (b) Minimum Acceptable Level of Control.
    - <u>1</u> <u>Inside buildings</u>. No activity after reopening following ULV or other treatment.
    - <u>Outdoors.</u> No more than 10 adult filth flies on a standard fly grid left for one minute adjacent to a breeding or resting site.
- (2) <u>Unscheduled Fly Control Services</u>. The Contractor shall provide fly control services on an unscheduled (indefinite quantity) basis in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work* and requirements of this subsection. The services may include control houseflies, blow flies, flesh flies, bottle flies, and related insects in and around food service areas, loading platforms, trash areas, transportable garbage containers, and other areas.

NOTE TO SPECIFICATION WRITER: Tailor the following paragraph to include pest(s) and diseases to be controlled on lawns, shrubs, etc. A local agricultural extension service representative or equivalent should make determinations of required control levels based on the host/pest relationship, and the level of control desired or required. Specific areas to which these services will be provided must be listed by square footage or acreage, and trees and shrubs listed by approximate number of each in Attachment J-C36-28; or, a drawing must be included in Attachment J-C13-28 which clearly exhibits this information.

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# j. Ornamental And Turf Pest Control.

- (1) <u>Scheduled Ornamental and Turf Pest Control Services</u>. Ornamental and turf pest control services shall be provided at the sites indicated in Attachments J-C36-28 and J-C13-28, as specified below.
  - (a) <u>Bagworm Control</u>. Cedar, arborvitae, and juniper in the areas indicated in Attachment J-C13-28 shall be inspected in late April to mid-May and treated for bagworms as

necessary. Control measures shall be instituted before damage is apparent and to *prevent* visible damage from occurring.

# (b) Fire Ant Control.

- Treatment. The Contractor shall maintain fire ant control in all areas specified in Attachment J-C13-28 by mound or area application of insecticides. As a minimum, all outdoor areas shall be surveyed and all mounds found treated twice a year, once in March and once in September. All mounds treated shall be checked 30 45 calendar days after treatment and any found active shall be retreated.
- Minimum Acceptable Level of Control. The control levels specified below are not averages computed over large areas. That is, if any given acre has a higher fire ant population than specified, it will be considered not under control.

NOTE TO SPECIFICATION WRITER: Ensure that "critical" (training areas, ball fields, etc.) and "non-critical" (road shoulders, administrative areas, housing common areas, etc.) grounds areas are clearly designated in Attachment J-C36-28 and/or J-C13-28.

- <u>a</u> Critical grounds areas shall be kept virtually free, i.e., less than one mound/colony per acre.
- <u>b</u> Non-critical grounds areas shall be kept at very low population levels, i.e., at or less than three mounds/colonies per acre.

NOTE TO SPECIFICATION WRITER: Mole cricket control may be included on both a scheduled and unscheduled basis, depending on the user's past experience with this pest. Include as many areas as possible in the scheduled services portion of the contract (Attachment J-C36-28 and/or J-C13-28), and use unscheduled services to treat other miscellaneous areas.

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- (c) <u>Mole Cricket Control</u>. The Contractor shall provide control of mole crickets in the lawn areas indicated in Attachment J-C13-28.
  - 1 Control Methods. The Contractor shall utilize regular industry practices by applying a minimum of one application of dursban 0.5% mole cricket bait evenly to the lawn areas under control between 15 July and 15 August. Bait shall be applied in the late afternoon (after 5 p.m.) on days when a minimum of 1/2 inch of

water has either fallen as rain or has been applied by irrigation. Bait shall not be applied when rain is likely to occur overnight after application. The Contractor shall provide irrigation if required so that services may be completed during the time period specified, at no additional cost. Water for irrigation will be made available for the Contractor's use at fire hydrants located throughout the !INSERT EITHER CENTER OR INSTALLATION! area; however, the Contracting Officer shall be contacted prior to their use.

- Minimum Acceptable Level of Control. The mole cricket population shall be reduced to two mole crickets per four square feet or less in all areas. Retreatments, if required, shall be performed at one-week intervals until the required level of control is established.
- (2) <u>Unscheduled Ornamental and Turf Pest Control Services</u>. The Contractor shall utilize approved pesticide sprays, dusts, granules, or baits for control of ornamental and turf pest(s) on an unscheduled (indefinite quantity) basis. The specific area(s) and pest(s) to be controlled will be specified in the indefinite quantity delivery order.

# (a) Required Service and Response Times.

- <u>1</u> For pests that occur in sudden, severely damaging outbreaks, such as armyworms and sod-webworm on turf and certain defoliating insects on trees and shrubs, control measures shall be initiated within !INSERT NUMBER! hours of notification. Control operations shall continue until the entire area specified in the order is treated, and be completed in no more than 24 hours after initiation. Allowance will be made for delays caused by adverse weather conditions.
- 2 For pests that slowly build damaging populations, such as mole crickets on turf and scale insects on shrubs and trees, control measures shall be initiated within !INSERT NUMBER! calendar days of notification and shall be diligently pursued until completed.

#### (b) Minimum Acceptable Level of Control.

- 1 For pests discussed in paragraph C.28.j.(2)(a)1 above, complete control shall be obtained within !INSERT NUMBER-48! hours of notification. Complete control is defined as reduction or elimination of the pest population to a point where no further damage is being done to the host plant(s).
- 2 For pests discussed in paragraph C.28.j.(2)(a)2 above, a 90% reduction of the pest population shall be obtained within !INSERT NUMBER-60! calendar days after notification.
- k. <u>Scheduled Weed Control</u>. Weed control services shall be provided by the application of herbicides. Non-selective soil residual herbicides shall not be used within 75 feet of the drip line of large trees, within root range of shrubs and small trees, or within 10 feet of flowers and gardens. Care shall be taken so that vegetation in areas adjacent to treated areas is not

damaged. The Contractor shall repair any damage caused by herbicide treatments at no additional cost to the Government.

# (1) Service Requirements.

- (a) Use selective herbicides to control broad-leafed weeds in the lawn areas identified in Attachment J-C13-28.
- (b) Use non-selective herbicides in the following areas:
  - <u>1</u> Maintain a vegetation free strip extending one foot from fence lines on both sides. Fence lines, including perimeter fences and fences around ball fields and security areas, are to be treated.
  - Maintain a vegetation free strip extending one-foot from around poles, posts (including signs), fireplugs and other mowing obstructions within improved grounds areas.
  - <u>3</u> Maintain joints and cracks in pavements, including airfield pavements, roads, sidewalks, and storage and parking areas free of vegetation.
  - 4 Maintain the entire area inside transformer stations and gravel parking areas vegetation free.
  - Maintain joints and cracks in paved ditches free of vegetation. The intent of this treatment is to keep the ditches clear of vegetation that impedes the flow of water. Care shall be taken not to destroy grasses above the paved area along the sides of ditches.

# (2) Minimum Acceptable Level of Control.

- (a) Lawn areas shall be treated a minimum of once a year in April to attain 70% control of broad-leafed weeds at a minimum.
- (b) All vegetation in the areas described in paragraph C.28.k.(1)(b) shall be eliminated for the entire period of the contract. Re-treatments, if required, shall be provided at no additional cost to the Government.

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- 1. <u>Unscheduled Miscellaneous Pest Control</u>. The Contractor shall provide miscellaneous unscheduled (indefinite quantity) pest control services in accordance with the following requirements. Unless specified otherwise, services shall be provided within !INSERT NUMBER! hours of receipt of the delivery order.
  - (1) <u>Animal Control</u>. Provide pest control services for the removal from the Center/Installation of feral animals; including skunks, possums, raccoons, snakes, cats, and dogs. The Contractor shall use cage-type live traps or other techniques that do not harm the captured animal. Leg-hold steel traps shall not be used. Captured domestic cats and dogs shall be taken to the !INSERT TITLE OR LOCATION! animal shelter. Other animals shall be humanely disposed of.
  - (2) <u>Carcass Disposal</u>. Remove all dead or dying rodents or other animals from the Center/Installation and dispose of in accordance with local ordinances. When noxious odors indicate the presence of dead rodents or other animals, locate and remove carcass. If carcass is located in an inaccessible area, apply an effective deodorizer.

(3) <u>Bird Control</u>. Utilize chemical or mechanical means to prevent the nesting, roosting, and loafing of birds on !INSERT LOCATION OR FACILITY! within a 30 calendar day treatment period, and for an additional 60 calendar days thereafter.

or equivalent for assistance in developing appropriate contract line (bid) items and acceptable levels of control for the following item.

(4) Operation of Pyrotechnic and Scare Devices. Provide and operate repelling devices as a non-harmful means of dispersing !SPECIFY PEST(S)!. Certified supervision is not required to perform this service.

NOTE TO SPECIFICATION WRITER: Center/Installation specific information must be added to indicate a specific workload, such as approximate amount of pesticides handled, Contractor reporting requirements, etc.

#### **END OF SUBSECTION C.28**

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# SECTION J: LIST OF ATTACHMENTS FOR SUBSECTION C.28

NOTE TO SPECIFICATION WRITER: The numbering system used below is an extension of the system used in Section J, *List of Attachments* (March 1997, NASA GPWS For COSS). The attachments listed below should be combined with or added to the appropriate attachments from the March 1997, NASA GPWS For COSS Attachment J to form a complete document. Examples of attachments to include in the completed document are Attachment J-1, *Department of Labor Wage Determination*, J-C1, *Inventory of Buildings, Structures, Equipment, and/or Systems*, J-C2, *Government Furnished Facilities*, J-C3, *Government Furnished Equipment*, J-C4, *Government Furnished Material*, J-C5, *Contractor Furnished Material*, etc.. The user should add, modify or delete attachments as required to support the contract being prepared and include those Attachments marked "\*", as required.

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#### **ATTACHMENT J-C6-28**

# LIST OF REQUIRED RECORDS AND REPORTS FOR PEST CONTROL

The Contractor shall submit the following records and reports in accordance with the following requirements and applicable references.

	<u>REFERENCES</u>	RECORD/REPORTTITLE	· · · · · · · · · · · · · · · · · · ·	AMPLE <u>FACHED</u>
1.	Paragraph C.28.b.(1)(d)	ULV Equipment Calibration & Droplet Analysis Report	!INSERT! Hours. of use, after equip. or upon Request	No
2.	Paragraph C.28.c.	Pest Control Daily Records	Monthly with Invoice	Yes
3.	Paragraph C.28.d	Operations Procedures Plan	!INSERT NO.! Days Prior to Contract Start and Quarterly	No
4.	Paragraph C.28.g.(1)	Termite and Wood Decay Inspection	Within !INSERT! work days after completion	Yes
5.	Paragraph C.28.h.(1)(a)	Adult Mosquito Light Trap Counts	By noon following each collection	No
6.	Paragraph C.28.h.(1)(b)	Larvae Dip Counts	By 9 a.m. following each count	g No

ETC.

#### **ATTACHMENT J-C13-28**

# INSTALLATION MAPS AND DRAWINGS FOR PEST CONTROL

the location and/or extent of buildings and areas at which pest control services will be required. In particular, be sure to include a map showing the specific locations and size (if appropriate) of:

- New Jersey light traps (paragraph C.28.h.(1)(a).
- If limited only to certain areas, indicate the portion(s) of the Center/Installation in which larval surveillance and control services will be required (paragraph C.28.h.(1)(b).
- Areas in which scheduled ornamental and turf pest control services (bagworm, fire ant, mole cricket, etc.) will be required (paragraph C.28.j.(1). If fire ant control is included, but sure to indicate which grounds areas are "critical" and which are "non-critical" (paragraph C.28.j.(1)(b)2a, b.

The attached maps and drawings as listed below show the location of the buildings and areas at which pest control services shall be provided, as specified in the technical specifications, Section C.28, *Pest Control*.

#### !LIST DRAWING NUMBERS AND TITLES OF THOSE BEING PROVIDED!

Drawing No. Sheet No.. Drawing Title

ETC.

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# **ATTACHMENT J-C22-28**

# PEST CONTROL INDEFINITE QUANTITY DELIVERY ORDER QUANTITIES AND COMPLETION TIMES

NOTE TO SPECIFICATION WRITER: The quantities listed are provided for illustration only, and should be tailored by the user. Note that the Item No. is the same number used as the item number in Section B.

This attachment specifies the minimum and maximum quantities of work that the Government will order <u>per</u> delivery order for indefinite quantity work.

ITEM NO.	<u>SERVICE</u>	MINIMUM QUANTITY	MAXIMUM QUANTITY
102-28-1a	Subterranean Termite Control	10 LF	2,500 LF
102-28-1b	Powder Post Beetle Control	10 SF	5,000 SF
102-28-1c	Drywood Termite Control	5,000 CF	100,000 CF
102-28-2a	Adult Mosquito Control	1 HOUR	5 HOURS
102-28-2b	Aerial Pesticide Application	300 ACRES	6,000 ACRES
102-28-3a	Outdoor Filth Fly Control	1 SITE	5 SITES
102-28-3b	Indoor Filth Fly Control	5,000 CF	25,000 CF
102-28-4a	Turf Areas, Severe Outbreaks	10,000 SF	500,000 SF
102-28-4b	Turf Areas, Non-Severe Outbreaks	10,000 SF	500,000 SF
102-28-4c	Ornamentals, Severe Outbreaks	3 EACH	150 EACH
102-28-4d	Ornamentals, Non-Severe Outbreaks	3 EACH	150 EACH
102-28-5a	Animal Control	1 EACH	3 EACH
102-28-5b	Carcass Disposal	1 EACH	3 EACH
102-28-5c	Bird Control	1 EACH	2 EACH
102-28-5d	Operation of Scare/Pyrotechnic Devices	1 EACH	2 EACH

#### NOTE:

SF - Square Feet

LF - Linear Feet

CF - Cubic Feet

#### **ATTACHMENT J-C34-28**

# PESTICIDE APPLICATION PERSONNEL REQUIREMENTS

!*************************************
NOTE TO SPECIFICATION WRITER: Licensing requirements for pest control services vary
substantially from state to state and are often complicated and confusing. Since the generic
requirements provided below may not be adequate, the user is strongly urged to contact the local
agricultural extension service representative or equivalent for assistance.
************

- 1. <u>REGULATORY REQUIREMENTS</u>. The Contractor shall be licensed by the State of !INSERT! to provide pest control in the categories specified in this contract. All work shall be performed under the superintendence of a State of !INSERT! certified, responsible individual, in conformance with Federal, State, local and !INSERT CENTER OR INSTALLATION! laws and regulations. All pesticides shall be procured, processed, handled, and applied in strict accordance with the manufacturer's label, which shall be registered with the Environmental Protection Agency (EPA) and applicable state lead agency for enforcement of the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA).
- 2. <u>PERSONNEL</u>. The Contractor shall provide sufficient certified, trained, and competent personnel to accomplish the work required by this contract in a manner consistent with the highest professional standards of the pest control industry.
  - a. <u>Certified Supervision</u>. Pesticide applications shall be made by a certified applicator, or under the line of sight supervision of a certified individual who is in direct communication with the applicator. The supervisor must have the appropriate certification consistent with state categories. The certified supervisor shall be readily accessible for consultation with the Contracting Officer at all times during pest control operations.
  - b. <u>Uncertified Personnel</u>. Uncertified personnel who apply pesticides shall have been employed in pest control operations for a minimum of 30 days, and have received training in:
    - (1) Applicable pest inspection procedures.
    - (2) Differentiation of non-target species.
    - (3) The habits and life histories of pests to be controlled.
    - (4) Selection, application, and evaluation of appropriate control procedures.
    - (5) Utilization of non-chemical control methods.
    - (6) Safe and effective application techniques, and the calibration and use of all required equipment.
    - (7) Handling, storage, and transfer of pest control materials as required.

- (8) Reading, interpreting, and following pesticide label instructions.
- (9) Procedures for fire prevention and for protecting food, food utensils, food preparation areas, and pets.
- (10) Use and maintenance of all required safety equipment.
- (11) The consequences of preparing a pesticide to be given or sold to an individual who is other than an authorized employee of the Contractor, or a regulatory official.
- (12) Developing and giving instructions to occupants on precautions to follow before, during, and after rendering service.
- (13) Determining conditions conducive to pest infestations, and in making recommendations for the required improvements thereof.
- (14) Procedures for handling pesticide spills, including reporting procedures.
- (15) The security of vehicles and equipment.

# **ATTACHMENT J-C35-28**

# PEST CONTROL TREATMENT NOTIFICATION FORM

From: (INSERT CONTRACTOR'S NAME)
To: Occupants
The following buildings, and/or areas have been scheduled for pest control treatment at the date and time shown.
Building or Area Identification Number is scheduled for
treatment during the period from to on(date)
SPECIAL NOTES:
There are certain precautionary measures that occupants are required to accomplish prior to the treatment, and in most cases you will be required to vacate the space(s) concerned for a brief period while the services are actually being performed.
The following items should be accomplished prior to the treatment period specified:
1. Office, Laboratory, and Operations Buildings. Have all desks and cabinets unlocked and available for treatment.
2. <u>Cafeteria</u> . Store all open food where possible. Cover food, such as vegetables, fruit, etc., with protective cloth, paper, or plastic. Remove or wash utensils before using.
3. <u>Kitchen and Snack Areas</u> . Open all cabinet and closet doors. Place open food in the refrigerator. Cover food, such as vegetables, fruit, etc., with protective cloth, paper, or plastic. Remove or wash utensils before using.
NOTE: It is the desire of !INSERT CONTRACTOR'S NAME! to give efficient, effective, and economical pest control services. Any constructive criticism or suggestions are welcomed as well as comments regarding the manner in which the work is performed.
Telephone:
THANK YOU

#### **ATTACHMENT J-C36-28**

# NUISANCE PEST CONTROL SERVICE LOCATIONS

NOTE TO SPECIFICATION WRITER: Include the following information as a minimum for each of the services to be provided by the Contractor.

- Identification of each site, building, or area
- Dimensions (size)
- Schedule of inspections or frequency at which treatments will be required

#### **EXAMPLE:**

- 1. <u>SCHEDULED NUISANCE PEST CONTROL</u>. Inspect and treat as necessary the following areas at least as frequently as specified for the control of cockroaches, ants, other arthropod pests, and rodents, per the requirements of the "NUISANCE PEST CONTROL" paragraph (C.28.f.), Subsection C.28, *Pest Control*.
  - a. Weekly inspection and treatment.

BUILDING NUMBER	<u>DESCRIPTION</u>	SIZE (SQ. FT.)
693	Food Service Warehouse	8,040
	!ETC!	

b. Monthly inspection and treatment.

<b>BUILDING NUMBER</b>	<u>DESCRIPTION</u>	SIZE (SQ. FT.)
11	Administration Bldg.	23,556
111	Recreation Bldg.	47,125
113	Cafeteria	12,361
138	Repair Shop	18,000
270	Laboratory Bldg.	26,822
151	Fire Station	8,481
155	Motor Transport	23,763
	!ETC!	

2. <u>SCHEDULED STRUCTURAL PEST CONTROL</u>. The following facilities shall be inspected annually for wood destroying organisms, as specified in the "STRUCTURAL PEST CONTROL" paragraph (C.28.g.), Subsection C.28, *Pest Control*.

BUILDING NUMBER	<u>DESCRIPTION</u>	SIZE (SQ. FT.)
11	Administration Bldg.	23,556
111	Recreation Bldg.	47,125
113	Cafeteria	12,361
138	Repair Shop	18,000
151	Fire Station	8,481

!ETC!

3. <u>SCHEDULED FLY CONTROL</u>. Inspect and treat the following areas at least as frequently as specified for the control of flys, per the requirements of the "FLY CONTROL" paragraph (C.28.i.), Subsection C.28, *Pest Control*.

BUILDING NUMBER	<u>DESCRIPTION</u>	<u>FREQUENCY</u>
113	Cafeteria	Biweekly
	!FTC!	

4. SCHEDULED ORNAMENTAL AND TURF PEST CONTROL Paragraph (C.28.j.)

<u>AREA</u>	SIZE	APPROX	APPROX
	(ACRES)	<u># TREES</u>	# SHRUBS
#1	12.5	40	5
#2	2.3	3	0

!ETC!

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#### **ATTACHMENT J - E1-28**

#### PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The Contract Requirements listed in the attached PRS (Column (2)) are considered the most critical for satisfactory contract performance. The Performance Requirements associated with each Contract Requirement are as shown in the PRS and include:

- A. <u>Work Requirements</u>. A series of subtasks associated with each particular Contract Requirement, that are considered most critical to satisfactory contract performance, are listed in column (3) of the PRS. Note that unsatisfactory performance of work requirements in Column (3) marked with an "\*" will result in an unsatisfactory rating for the entire contract requirement excluding the "Daily pest management records" or "Report submitted".
- B. Weight. The value of each Work Requirement in column (3) is specified as a percentage in column (4) of the total Contract Requirement in column (2). The percentages are based on judgement, taking into account both the costs incurred by the Contractor in carrying out a particular Work Requirement and the detriment to the Government if the Work Requirement is not satisfied. The Weight compared with the accepted line item unit prices provided in Section E, *Schedule of Deductions*, will be the primary basis for deducting for partially performed, unsatisfactorily performed and non-performed work. The Government may withhold total payment of a contract requirement if the Government determines that the workmanship was unsatisfactory in terms of quality.
- C. <u>Standard of Performance</u>. The Standard of Performance for each Work Requirement is identified in column (5) of the PRS with a reference to the respective paragraph in Section C that specifies in detail the work to be performed.

ATTACHMENT J-E1							
PERFORMANCE REQUIREMENTS SUMMARY							
	ONTRACTOR	PERFORMANCE REQUIREMENTS					
REQUIREMENTS (1) (2) ITEM CONTRACT NO. REQUIREMENT		(3) (4) WORK REQUIREMENT WT. (%)		(5) STANDARD OF PERFORMANCE			
C28A	Management	1. Daily Pest Management Records	65	Paragraph C.28.c.			
		2. Operation Procedures Plan *	35	Paragraph C.28.d.			
C28B	Nuisance Pest Control	1. Scheduled Services *	100	Paragraph C.28.f.(1).			
C28C	Structural Pest Control	1. Scheduled Services*	100	Paragraph C.28.g.(1)			
C28D	Mosquito Control	1. Adult Mosquito Surveillance*	50	Paragraph C.28.h.(1)(a)			
		2. Larval Surveillance And Control	50	Paragraph C.28.h.(1)(b)			
C28E	Fly Control	1. Scheduled Service*	100	Paragraph C.28.i.(1)			
C28F	Ornamental And	1. Bag worm Control	25	Paragraph C.28.j.(1)(a)			
	Turf Pest Control	2. Fire Ant Control *	50	Paragraph C.28.j.(1)(b)			
		3. Mole Cricket Control	25	Paragraph C.28.j.(1)(c)			
C28G	Scheduled Weed Control	1. Lawn Areas	40	Paragraph C.28.k.(1)(a) & (2)(a)			
		2. Vegetation Free Areas*	60	Paragraph C.28.k.(1)(b) & (2)(b)			

<sup>\*</sup> Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

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# QUALITY ASSURANCE PLAN # 28 - PEST CONTROL SERVICES

#### Surveillance Guide #1 - FIXED PRICE PEST CONTROL SERVICES

(Excluding trouble calls and IDIQ work)

1. Contract Requirement. Pest Control Services.

NOTE -This QA Plan encompasses all the fixed price pest control services other than Trouble Calls, which are evaluated as part of the Trouble Call QA plan. If the Center/Installation wishes to have more in-depth evaluation of any or all of the work requirements below, it can be obtained by simply using a separate evaluation worksheet for each and sampling a larger percentage of the population for that work element. A separate QA plan for each of these work requirements is not necessary. Any IDIQ work identified in the specification must be evaluated individually as part of job acceptance.

# 2. Work Requirements

# Standards of Performance

(a) Nuisance Pest Control Service completed in accordance with (IAW) schedule. Maintain minimal acceptable levels of

control per C.28.f and Attachment A of this QA

Plan #28.

(b) Mosquito Surveillance Traps set at frequency and locations specified.

Analysis and Recommendations made for control measures prove effective per C.28.h.

NOTE -Mosquito Control measures will be ordered IDIQ. Each Delivery Order is validated as part of job acceptance.

(c) Larval Surveillance & Control Maintain minimal acceptable levels of

control per C.28.h(1)(b) and Attachment A of

this QA Plan #28.

(d) Fly Control. Maintain minimal acceptable levels of control

per C.28.i.(1) and Attachment A of this QA Plan

#28.

(e) Ornamental & Turf Pest Control Maintain minimal acceptable levels of control-

per C.28.j.(1) and Attachment A of this QA Plan

#28.

(f) Management Records/Plan Daily pest control operations records completed

per C.28.c.

Operations Procedures Plan (OPP) completed per

C.28.d.

3. <u>Primary Method of Surveillance</u>. Planned sampling supported by unscheduled inspections and validated customer complaints. (if appropriate).

NOTE: It is suggested that trouble calls be coded to show the function being performed. This will allow the Trouble call Quality Assurance Evaluator (QAE) to request QAE support from the functional QAE and also permit a separate sorting of completed TC's to gauge Contractor performance by Function.

4. <u>Maximum Allowable Defect Rate/Number (MADR/MADN)</u>. In planned sampling, there is no statistical validity to the sample chosen. Therefore, the Observed Defect Rate (ODR) should not be compared to the MADR to gauge satisfactory or unsatisfactory performance. Instead, the MADR should be stated as a number (MADN) of defects beyond which performance is considered unsatisfactory. Use of a MADN, instead of a MADR, results in a number of defects instead of a percentage. One MADN (or MADR) is suggested for each work requirement.

Work Requirement	MADN (Example Only)
a. Nuisance Pest Control	4
b. Mosquito Surveillance	4
c. Larval Surveillance & Control	3
d. Fly Control.	3
e. Ornamental &Turf Pest Control	4
f. Management Records/Plan	4

- 5. Quantity of Work. The quantity of work will vary for each of the work requirements:
  - a. <u>Nuisance Pest Control</u>. The Contractor is responsible for achieving nuisance pest control levels shown in Attachment A, Section 1, of this QA Plan #28. The quantity of nuisance pest control work will be the number of nuisance pest control services performed by the Contractor during the monthly evaluation period as a result of finding infestation exceeding the acceptable levels of control. Services will be selected from the total of services performed for all nuisance pests cockroaches, ants, rodents, etc.
  - b. <u>Mosquito Surveillance</u>. The quantity of work is {the number of traps} times {the number of locations} times {the number of nights surveillance is performed}. Example- If five light traps are used for 16 nights at 3 locations, the population is 240.
  - c. <u>Larval Surveillance & Control</u>. The quantity of work for this requirement is the total number of treatments made during the month based on the Contractor's dip samples that showed a larvae population exceeding the acceptable level. The Contractor is responsible for achieving larvae control levels shown in Attachment A, Section 2, of this QA Plan #28.

The Center/Installation is contracting for effective treatment; therefore the QAE should evaluate the number of treatments and the results produced.

- d. <u>Fly Control</u>. As in the case of larvae control, the Contractor is responsible for achieving the acceptable levels of fly control (See Attachment A, Section 3, of this QA Plan #28) after surveillance. The quantity of work to be evaluated is the number of treatments provided during the month. These treatments and follow up sampling results are reported to the COTR.
- e. <u>Ornamental & Turf Pest Control</u>. The quantity of work to be evaluated is the number of treatments provided during the month. See Attachment A, Section 4, of this QA Plan #28 for the level of control. These treatments and follow up sampling results are reported to the COTR.
- f. <u>Management Records/Plan</u>. All records are turned in to the COTR monthly for review. The Operations Procedures Plan is submitted/Updated Quarterly. The quantity of work is the total number of records (including Plan) required.
- 6. <u>Level of Surveillance</u>. This is Not Applicable for all services except mosquito surveillance. The Contractor is required to provide reports to the COTR within \_ days of performing a treatment to identify the infestation level. The QAE should review this report and identify which treatments did not achieve the required acceptable level. The QAE should then verify that another treatment was performed at those locations and the results of the re-treatment.

For mosquito surveillance, a normal level of surveillance is recommended initially for the contract. Go to increased surveillance if the observed number of defects exceeds their MADN during any given month. Go to reduced surveillance if the number of defects are less than the MADN for two consecutive months.

7. <u>Sample Size</u>. The following sample sizes are established for each level of surveillance.

Reduced - 5% of the population. Normal - 10% of the population. Increased - 20% of the population.

- 8. <u>Sampling Procedures</u>. The QAE is interested in determining the effectiveness of the Contractor's treatments to achieve the specified acceptable levels of pest infestation. This is true of all services except mosquito surveillance. In that case, the Government is buying surveillance, not control. Mosquito control is ordered as IDIQ work.
  - a. <u>Control Services</u>. For all "Control" services, the QAE should review all treatment and retreatment reports.
  - b. <u>Mosquito Surveillance</u>. In the case of mosquito surveillance, sampling is made of the Contractor's surveillance schedule. In the example given above, the QAE should sample 10% of the 240 total trap location days. The most practical way is to arbitrarily pick one or more morning after traps were to be set and choose one or more locations for trap inspection.

c. <u>Management Records/Plan</u>. How many operational records (including OPP) the QAE reviews for timeliness and quality depends on the magnitude of the operations. A 20% review is suggested if over 50 records are provided by the Contractor. Additional reviews should be conducted if unsatisfactory findings exceed the MADN.

#### 9. Evaluation Procedures.

Month

a. For all Control Services Work Requirements. Work quality will be considered unsatisfactory if the population of any pest exceeds the specified control level required in the specification. The QAE has the option of not just relying on the Contractor's report of post treatment infestation, but of also being on site to validate the infestation numbers. Initial on-site evaluation is suggested for a very minimal number of samplings. If observation supports report findings, future on-site validation can be random and reduced further. The QAE should total the number of unsatisfactory treatments and re-treatments for each work requirement, based on the Contractor's sampling reports as well as on-site observations, and record the data in tabular form similar to below:

Pest Control Effectiveness Evaluation Summar	ťΥ
--	----

Work Requirement	No. of Ineffective First Treatments (From Contractor Reports) and On- site Verification	No. of Re- Treatments not Achieving Acceptable Level of Control	Total Number of Ineffective Treatments	MADN	CI Approp	OR* priate N
Nuisance Pest Control						
Larval Control						
Fly Control						
Ornamental & Turf Pests						
Total						

# \*CDR = Contract Deficiency Report

b. <u>For Mosquito Surveillance</u>. The QAE is interested in verifying that the required number of traps have been set at the locations specified in Attachment J-C13-28, and that the traps are in working order. Since control measures are ordered IDIQ based on the Contractor's analysis of trap findings, the QAE is also concerned that the Contractor provide valid control measure recommendations to the COTR. The following tabular form is suggested to record the QAE's findings:

# Mosquito Surveillance Evaluation Worksheet

Month			

		Required	Observed No.	Report Provided	Summary Rating
Date	Location	Number	of Working	to COTR by Noon	
Date	Location	of Traps.	Traps.	With Recommended	
				Action.	Sat/Unsat
07/02	Pond X	10	9	No	U
07/14	Drainage Ditch Y	5	5	Yes	S
CDR Recommended ? Y N					

c. <u>Management Records/Plan</u>. Pest management records should be inspected monthly at the time the Contractor submits the invoice. The QAE does not need to verify every operational record if there are a significant number. The QAE should verify that the OPP or its update was submitted on time and is acceptable. If over 50 operational records are provided, a 20% review is suggested. The QAE also has the option to inspect any records during the month if there is reason to suspect that data is not being recorded within the times specified.

The following evaluation table is suggested to summarize results of records reviews:

#### Pest Management Records Evaluation Summary

Month	

A. Operational Recor	ds			
Record Required	Record Provided	Record Contains	Data Entry Made	Overall Rating
(From Attachment	With Invoice	Required Data	Within 24 Hrs of	_
J-C6-28)		_	Operations	S/U
B. Reports (One time	reports and quarterly	updates - if due this	month)	
	Timeliness	Quality		
Operations				
Procedures Plan				
Annual Structural				
Inspection Report				
	Y N			

- 10. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions should be calculated for each contract requirement on the Monthly Payment Analysis Form.
  - a. If the number of defects for a work requirement is equal to or less than the MADR, the Contractor's overall performance is satisfactory.
  - b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
  - c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a Contract Deficiency Report (CDR) be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE should summarize the results of the month's inspections and calculate recommended payment deductions for each work requirement.

#### ATTACHMENT A

#### MINIMAL ACCEPTABLE LEVELS OF CONTROL

# 1. NUISANCE PESTS.

#### a. Cockroaches.

- <u>1.</u> In buildings scheduled for service biweekly and monthly (Attachment J-C36-28), cockroach control shall be consistently maintained. Control is defined as two or less spot (an area of two square feet) infestations in any one building, and no more than six cockroaches found in any one spot. If more than two spot infestations are found or more than six cockroaches are found in any one spot, a re-treatment request will be issued by the Contracting Officer.
- 2. In buildings scheduled for service quarterly the premises should remain virtually free of cockroaches. If an infestation is located by the Contractor during a scheduled inspection and treatment, and a follow-up inspection and treatment is required to ensure that control has been obtained, provide a copy of the follow-up treatment schedule to the Contracting Officer.
- b. Ants. Control shall be established within 30 calendar days after the start date of the contract and remain virtually free of any infestation for the duration of the contract. If an infestation is located by Contractor personnel during the scheduled inspection and treatment, and a follow-up treatment is required, the follow-up treatment shall be scheduled and the schedule provided to the Contracting Officer.
- c. <u>Other Arthropod Pests</u>. Control shall be achieved within two treatments. Control is defined as less than two sightings of the target pest during a 30-calendar day period.
- d. Rodents. The use of glue boards, snap traps, and other non-poisonous control methods shall be emphasized. Rodenticides shall be placed only in distinctly marked, spill proof bait stations, which are inaccessible to children, pets, and non-target wildlife; or in burrows which shall be closed immediately after treatment. Bait stations shall not be placed in food service or food preparation areas without the prior written approval of the Contracting Officer. Control shall be established within 30 calendar days after the start date of the contract and remain free of infestation for the duration of the contract. Physical signs of rodent activity, such as active burrows, droppings, urine stains, commodity damage, etc. shall be evidence of lack of control.
- e. <u>Nuisance Birds</u>. Nuisance birds shall be prevented from nesting, roosting, or loafing on exterior and interior surfaces of <u>all</u> buildings and structures listed under the "SCHEDULED NUISANCE PEST CONTROL" paragraph, Attachment J-C36-28. "Nuisance birds" generally refers to pigeons, starlings, and English sparrows. Non-target species and their nests shall not be harmed without prior approval of the Contracting Officer and procurement of any required permits. Utilize a bird management program combining trapping, physical removal, non-lethal repellents, physical barriers, and toxic baits or

perches. Dead and dying birds resulting from the control program shall be disposed of off the Center/Installation. Control shall be established within 30 calendar days after the contract start date, and maintained for the duration of the contract. Control is defined as no more than five pigeons and no more than eight birds total (all nuisance species combined) sighted on a building or structure at one time.

#### 2. MOSOUITOES.

a. <u>Minimum Acceptable Level of Control</u>. Populations shall be maintained at or below critical levels for the following species and survey methods:

<u>SPECIES</u>	<u>CRITICAL LEVEL</u>	SURVEY METHOD
(a) Mosquitoes night	20 females/trap/ Light Trap	New Jersey
(b) Mosquitoes or Biting flies	Five bites/minute on one arm	Landing Count
(c) Mosquitoes (immatures)	Three larvae or pupae/dip	Dip counts in water

#### 3. FLY CONTROL.

- a. <u>Inside Buildings</u>. No activity after reopening following ULV or other treatment.
- b. <u>Outdoors</u>. No more than 10 adult filth flies on a standard fly grid left for one minute adjacent to a breeding or resting site.

#### 4. ORNAMENTAL & TURF PESTS.

- a. Critical grounds areas shall be kept virtually free, i.e., less than one mound/colony per acre.
- b. Non-critical grounds areas shall be kept at very low population levels, i.e., at or less than three mounds/colonies per acre.
- c. The mole cricket population shall be reduced to two mole crickets per four square feet or less in all areas. Re-treatments, if required, shall be performed at one-week intervals until the required level of control is established.

QAE PERFORMANCE REQUIREMENTS SUMMARY					
CONTRACTOR			PERFORMANCE REQUIREMENTS		
	REQUIRE				
(1)	(2)	(3)	<b>(4)</b>	(5)	
ITEM	CONTRACT	WORK	WT	STANDARD OF PERFORMANCE	REFERENCE
NO.	REQUIREMENT	REQUIREMENT	(%)		PARAGRAPH
C28A	Management	1. Daily Pest	65	Operations Records provided with Invoice. Data entries	C.28.c.
		Management Records		made within 24 hrs of treatment. Records contain required data	
		2. Operation Procedures	35	Draft Plan provided on schedule days before	C.28.d.
		Plan *		contract start. Quarterly updates provided. All required	
				work procedures are covered in the plan.	
C28B	Nuisance Pest	1. Scheduled Services *	100	Services completed IAW schedule. Maintain minimal	C.28.f.(1)
	Control			acceptable level of control (Exhibit A)	
C28C	Structural Pest	1. Scheduled Services*	100	Annual inspection of listed facilities conducted on	C.28.g.
	Control			schedule. Reports are complete and accurate	
C28D	Mosquito Control	1. Adult Mosquito	50	Traps set at required frequency and locations. Analysis	C.28.h.(1)(a)
		Surveillance*		and recommendations made for control measures prove effective.	
		2. Larval Surveillance And Control	50	Minimal acceptable levels of control maintained.	C.28.h.(1)(b)
C28E	Fly Control	1. Scheduled Service*	100	Minimal acceptable levels of control maintained	C.28.i.(1)
C28F	Ornamental And	1. Bag worm Control	25	Minimal acceptable levels of control maintained	C.28.j.(1)(a)
	Turf Pest Control	2. Fire Ant Control *	50	Minimal acceptable levels of control maintained	C.28.j.(1)(b)
		3. Mole Cricket Control	25	Minimal acceptable levels of control maintained	C.28.j.(1)(c)
C28G	Scheduled Weed	1. Lawn Areas	40	Control broad leafed weeds in lawn areas	C.28.k.(1)(a) &
	Control				(2)(a)
		2. Vegetation Free	60	All vegetation in the areas described in paragraph	C.28.k.(1)(b) &
		Areas*		k.(1)(b) shall be eliminated for the entire period of the	(2)(b)
				contract. Re-treatments, if required, shall be provided at	
				no additional cost to the Government	

<sup>\* -</sup> Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

#### SAMPLE PAYMENT ANALYSIS FORM - PEST CONTROL SERVICES

Month	
MIOHH	

	Work Requirements					
Calculation	Nuisance Pests	Structural Pest	Mosquito Survey	Fly Control	Turf Pests	Management Records/Plan
Price per Mo. (From Schedule of Deductions)						
Population						
Price per service						
Number of Unsatisfactory						
\$ Value of Unsatisfactory						
Liq. Damages (10%)o						
Total Deduction						
Invoice Payment				•		

#### Notes:

- 1. Price per month refers to Contract price for the total work requirement divided by the number of months for which services are provided. The Contractor is requested to invoice for these services only during the months services are provided.
- 2. Population refers to the number of services/treatments, records/reports provided during the month.

# END OF QUALITY ASSURANCE PLAN # 28 END OF SECTION J

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# GUIDE PERFORMANCE WORK STATEMENT

FOR

SUBSECTION 29 - ENGINEERING AND CONSTRUCTION SERVICES



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#### SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS FOR SUBSECTION 29, **ENGINEERING AND CONSTRUCTION SERVICES**

NOTE TO SPECIFICATION WRITER: The User's Guide for this addendum paragraph III.B discusses a number of issues relative to Section B which the user may want to review prior to tailoring this section. The user must contact the appropriate Center/Installation procurement personnel to identify additional clauses, if any, which may be required in Section B.

In the following example contract line item 101 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of sub-line items (See March 1997, NASA GPWS For COSS Attachment B for and example), each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedule of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in a Schedule of Deductions.

#### **BID SCHEDULE 1: BASE PERIOD 1**

ITEM NO.	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL QUANTITY		*UNIT PRICE	TOTAL PRICE
100	PHASE-IN PERIOD (PIP) Estimated Cost Fixed Fee	1 1	LOT LOT	\$ \$	_\$ \$
	Total Estimated Cost and Fee for Contract Line Item 100	PIP	LOT	\$	\$
101	FIRM FIXED-PRICE (FFP) WORK:  Price for the <u>BASE PERIOD</u> for all work specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portions of the contract (Must equal total Schedule of Deductions – Base Period)				
	<b>Total Price for Contract Line Item 101</b>	FFP	LOT	\$	_\$
103	INDEFINITE QUANTITY WORK –				

#### 1 UNIT PRICED TASKS:

Bid price for the BASE PERIOD to perform the Unit Priced Tasks of Indefinite Quantity Work. The quantities listed are a realistic estimate provided solely for bid evaluation and for establishing penal sums of bonds (if required).

NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items below are provided for <u>illustration only</u>, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraph III.B.3. of the Addendum's User's Guide for additional information.

***************************************					
ITEM NO.	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL QUANTITY	UNIT*		TOTAL PRICE
SCHEDULE OF INDEFINITE QUANTITY WORK					
102-29-1	Engineering Services				
102-29-1a	Design task-rate for Projects Estimated Cost \$10,000 up to \$25,000 (See Para. C.29.g.(1))	!NUMBER!	EACH	\$	\$
102-29-1b	Design task-rate for Projects Estimated Cost \$25,000 to \$50,000 (See Para. C. 29.g.(1))	!NUMBER!	EACH	\$	\$
102-29-1c	Design task-rate for Projects Estimated Cost \$50,000 to \$100,000 (See Para. C. 29.g.(1))	!NUMBER!	EACH	\$	\$
102-29-1d	Design task-rate for Projects Estimated Cost \$100,000 to \$1,000,000 (See Para. C. 29.g.(1))	!NUMBER!	EACH	\$	
102-29-2	Construction Subcontract Administration Se	ervices			
102-29-2a	CSA Services task-rate for Projects Estimated Cost up to \$25,000 (See Para. C.29.h.(1))	!NUMBER!	EACH	\$	\$
102-29-2b	CSA Services task-rate for Projects Estimated Cost \$25,000 to \$50,000 (See Para. C.29.h.(1))	!NUMBER!	EACH	\$	\$
102-29-5a	CSA Services task-rate for Projects Estimated Cost \$50,000 to \$100,000 (See Para. C.29.h.(1))	!NUMBER!	EACH	\$	\$
102-29-2c	CSA Services task-rate for Projects Estimated Cost \$100,000 to \$1,000,000 (See Para. C.29.h.(1))	!NUMBER!	EACH	\$	\$

	(Contract Line Item 102)	ces			\$
103	INDEFINITE QUANTITY WORD Bid price for the <u>BASE PERIOD</u> to Labor for indefinite quantity enging that cannot be identified in sufficient in Contract Line Item 102. The questimate provided solely for the purpose for establishing penal sums of bone for this bid item is the total of the Schedule of Indefinite Quantity We below (See Paragraphs C.29.g.(2) Subsection C.29).	o perform the Unit Price leering services work ent detail to be included lantities listed are a realignpose of bid evaluation ds (if required). The prisub-line items listed in thork - Unit Priced Labor	ed stic and ce		
103-29-1	Engineering and Technical Service Architectural Engineer Civil Engineer Construction Estimator Drafter I Electrical Engineer Mechanical Engineer Construction Manager  Total Price for Unit Priced Labor	!NUMBER! !NUMBER! !NUMBER! !NUMBER! !NUMBER! !NUMBER! !NUMBER!	hr. hr. hr. hr. hr. hr.	\$ \$ \$ \$ <b>\$</b>	\$\$ \$\$ \$\$ \$\$
	(Contract Line Item 103)  Total Price for Indefinite Quantit (Contract Line Items 102 and 103)	•			\$
	TOTAL PRICE FOR BASE COM (Contact Line Items 101, 102 and				\$

hr. - HOUR

END OF SECTION B

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#### C.29 ENGINEERING AND CONSTRUCTION SERVICES

#### **DEFINITIONS**

!*************************************
NOTE TO SPECIFICATION WRITER: The definitions below should be incorporated with the
appropriate definitions from the COSS Subsection C.4, <i>Definitions – Technical</i> .
**************************************

<u>Construction Subcontract Administration (CSA)</u> – Construction services support that includes project planning, documentation and reporting, preparation of bid packages, solicitation of bids, award and administration of subcontracts, and oversight and resolution of warranty issues, as appropriate.

<u>Engineering Services</u> – Construction design support and other engineering services that include the preparation of Preliminary Engineering Reports (PERs), studies, design drawings and specifications, cost estimates, field investigations and surveys (excluding land surveys), any other documents necessary for preparing complete bid packages, and the preparation of as-built drawings for subsequent construction projects.

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NOTE TO SPECIFICATION WRITER: The *General Requirements* paragraph defines the overall scope of this contract Subsection. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope change.

It is important to give the Contractor some idea of the size of the projects for which the Contractor may be expected to provide engineering or construction subcontract administration (CSA) services.

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Although the Contractor may elect to provide these services by subcontract, with temporary or part time employees, etc., there are nevertheless certain fixed priced expenses, including overhead, that will be affected by the level of engineering effort the Contractor would be expected to provide. A typical range of project value may be stated as being in the \$10,000 to \$100,000 range, with no minimum or maximum limit, but with the potential of one or more projects approaching \$1,000,000. These amounts should be modified as necessary to conform to the Center's/ Installation's actual expectations.

a. General Requirements. The Contractor shall furnish all labor, supervision, tools, materials, equipment, and transportation necessary to provide engineering and construction subcontract administration (CSA) services for facilities maintenance activities involving construction and rehabilitation projects. The projects are normally in the !INSERT NORMALLY EXPECTED RANGE IN PROJECT VALUE! range, with no minimum or maximum limit, but with the potential of one or more projects annually approaching !INSERT MAXIMUM VALUE OF PROJECT FOR WHICH CONTRACTOR ENGINEERING OR CSA SERVICES MAY BE REOUIRED!

NOTE TO SPECIFICATION WRITER: Engineering services for design work generally are not conducive to firm, fixed pricing because of the inherent adverse relationship between design quality and the profit motive. It is best to provide engineering design under an indefinite quantity arrangement based on fixed price unit-priced task rates and unit-priced labor rates. For other recurring engineering services that can be clearly defined in terms of level of effort and a definitive end product, such as performing a Facility Condition Assessment, making the work firm, fixed-price is appropriate.

The required services include the performance of engineering design and studies and providing construction management services on a moderate scale, such as award and administration of subcontracts for the construction and modification of facilities and facility equipment. The work includes recurring services which are Firm, Fixed-Price Work and Indefinite Quantity Work composed of fixed price unit-priced task and unit-priced labor.

NOTE TO SPECIFICATION WRITER: Following ISO 9000 procedures, the Contractor should be required to prepare a written plan describing the procedures that the Contractor will be following. This plan should be approved by the Government before any work is performed. Not only does this solidify the mutually agreed to procedures that will be followed, but will also form the standard against which the Government's quality assurance can be measured. The following paragraph is an example that should be modified to meet Center/Installation requirements and standards.

\*

b. <u>Operations Procedures Plan</u>. The Contractor shall develop an Operations Procedures Plan for providing engineering and construction subcontract administration (CSA) services at !INSERT CENTER/INSTALLATION NAME!. The objective is to perform engineering design and studies and construction management services in accordance with applicable codes, standards,

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regulations and acceptable industry practices. The Plan shall be developed using the following guidelines: (1) existing Center/Installation engineering and construction management services procedures, (2) Center's/Installation's SPECINTACT, (3) Government procurement and acquisition regulations, (4) equipment and system manufacturer's recommendations, (5) applicable provisions of the !INSERT NAME OF CENTER/INSTALLATION! safety manual, (6) the !INSERT NAME OF CENTER/INSTALLATION! Facilities Master Plan, and (7) the Directives/Reference and Manuals/Publications listed in Attachment J-H1. The procedures shall cover the receipt and processing of project work statements, resource identification and approval, design package processing, project status reporting, record keeping and documentation, project coordination, Government progress reviews and approval, resolving technical issues, and any other appropriate procedures for standardizing the processing of these services in as simple a manner as feasible. A Draft Initial Plan shall be submitted to the Contracting Officer for approval at least !INSERT NUMBER! days prior to the contract start date. The Contractor shall review the Plan at least quarterly, make updates, and resubmit the updated Plan (or a written memorandum validating that the existing Plan is still accurate in all respects) to the Contracting Officer for approval by the third work day of the start of each quarter. Deviation from the approved Plan is acceptable only with the approval of the Contracting Officer.

c. Procedures and Standards. All work, including design work for construction projects, shall be in accordance with the approved Operations Procedures Plan and coordinated with the Contracting Officer and appropriate designated officials to ensure compliance with applicable codes, standards, regulations and procedures. Particular attention must be given to incorporating into the work effort the requirements of the project work statement and budget. The Contractor shall afford the Government ample opportunity to review and comment on all engineering design and study work and on construction plans and progress assessments. All Government comments shall be incorporated (accepted) or resolved with the Contracting Officer. The Contractor shall schedule and coordinate work to minimize impacts on facility occupants and users and on any on-going research.

NOTE TO SPECIFICATION WRITER: Licensing requirements for professional engineering services vary substantially from state to state and are often complicated and confusing. Since the generic requirements provided below may not be adequate, check with the State Board of Engineers for specific guidance.

d. Personnel Qualifications. Contractor personnel performing engineering and construction subcontract administration services must have broad expertise and experience and demonstrated competence in the facilities engineering disciplines. Projects that will be prepared for competitive bidding must bear on the construction documents the seal of a professional engineer currently registered in !INSERT NAME OF STATE OR JURISDICTION! A professional engineer must also approve all scaffolding assembly schemes for projects managed under these services. At least one person, not necessarily the same person, must be EPA certified in asbestos removal and lead abatement.

NOTE TO SPECIFICATION WRITER: Insert any other special requirements where the

services of a professional engineer are required. Keep in mind, however, that the more
requirements that you identify the more expensive the contract cost will be.
***************************************

NOTE TO SPECIFICATION WRITER: The recurring engineering services to be included in the fixed-price portion of the contract should be sized to provide a basic engineering staff to support day to day requirements. Keep in mind that the fixed price requirements in the paragraph below will define the engineering staff for which the Contractor will be paid. Accordingly, the user must be cautious and not over state the Center's/Installation's requirements. The following paragraph should be modified by the user to meet Center/Installation needs.

- e. Recurring Engineering Services. The recurring services are included in the firm, fixed-price portion of the contract and consist of project planning and control, reporting, supervision of engineers, drafters and other technical personnel. The recurring engineering services also include the preparation of Preliminary Engineering Reports (PERs), studies, design sketches and specifications, planning cost estimates, field investigations and surveys (excluding land surveys), other documents necessary for supporting work orders and small (less than \$10,000) bid packages, or for the scoping of larger design projects to be ordered under Non-recurring (IQ) Engineering Services, paragraph C.29.g below. The preparation of as-built drawings for any small scale (less than \$10,000) construction work designed under the fixed-price portion of this subsection are included in the fixed-price bid. In addition, all completed drawings, regardless of the preparation source and as-built drawings of completed construction projects managed under this Subsection C.29 must be supplied to the Contracting Officer for inclusion in the !INSERT NAME OF CENTER/INSTALLATION's! Engineering Files. In cases of problems or disputes between construction contractors and/or users, the Contracting Officer shall serve as an arbiter. Recurring services shall be accomplished in accordance with COSS Subsection C.12, General Requirements and Procedures for Recurring Work and requirements of this subsection. The Performance Standards for recurring work are:
  - (1) <u>Timeliness</u>. All services identified as formal action items under project planning and control are completed in accordance with the Government approved schedule.
  - (2) <u>Quality</u>. All services are completed in a manner that results in no Contracting Officer validated customer complaints.
  - (3) <u>Procedures</u>. Work is in accordance with paragraphs C.29.b., *Operations Procedures Plan*, and C.29.c., *Procedures and Standards*, above.
- f. Recurring Construction Subcontract Administration (CSA) Services. The recurring services (included in the firm, fixed-price portion of the contract) include supervision of CSA staff, planning, documentation and reporting, preparation of bid packages, solicitation of bids, award and administration of subcontracts, and oversight and resolution of warranty issues. All subcontracts shall be completed in accordance with the Government approved schedule and COSS Subsection C.12., General Requirements and Procedures for Recurring Work. A complete record of each subcontract shall be provided for the Government files within 45 days

of project completion and acceptance by the Contracting Officer. The record shall comprise a history of the contract including a copy of the contract, all original approvals (shop drawings, material samples, and tests), construction logs and photographs, vouchers, invoices, inspection records, dig permits, change orders, claims, warranties, certification, and acceptance documents. The Performance Standards for CSA recurring work are:

- (1) <u>Timeliness</u>. All services identified as formal action items under project planning and control are completed in accordance with the Government approved schedule and subcontract completion records are submitted within 45 days of project completion and acceptance.
- (2) Quality. All services are completed in a manner that results in no Contracting Officer validated customer complaints and subcontract completion records are complete per paragraph C.29.f. above.
- (3) <u>Procedures</u>. Work is in accordance with paragraphs C.29.b., *Operations Procedures Plan*, and C.29.c., *Procedures and Standards*, above.
- g. <u>Non-recurring (IQ) Engineering Services Work</u>. This work includes both routine (standard construction) and non-routine (unique construction) design projects as defined in the following paragraphs.
  - (1) Routine Design Projects. Routine projects (Projects other than non-routine as defined in paragraph C.29.g.(2) below) are ordered in accordance with COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. The Contractors fixed design compensation, the dollar amount the Government will pay the contractor to prepare the design, is determined by using the unit-priced design task-rate from Section B. The unit-priced design task-rate is included in the Contractors bid in Section B for designs with a project estimated cost of \$10,000 up to \$25,000, \$25,000 to \$50,000, \$50,000 to \$100,000 and \$100,000 to \$1,000,000. The Contractor's fixed design compensation will be derived by multiplying the appropriate unit-priced design task-rate per \$1,000 from Section B by the agreed to (Contractor and Contracting Officer) estimated construction cost of the project.

#### **EXAMPLE:**

Say the Contractor lists in Section B a task rate of \$80 per \$1,000 for a \$25,000 to \$50,000 size project. Assume also that the project agreed to estimated cost is \$35,000:

Task Rate/\$1,000 X Project Cost = Contractor's Design Compensation

80/1,000 X 35,000 = 2,880

(2) Non-Routine Projects. Non-routine projects are ordered in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* Examples of non-routine projects are the review and completion of contract documents prepared or partially prepared by others, unique (out of the ordinary as agreed to by the Contractor and Contracting Officer) designs, energy analyses, life-cycle

cost of equipment being replaced, load calculations, and support of the !INSERT NAME OF CENTER/INSTALLATION! PT&I/RCM effort. The Contractor's compensation for these projects is priced by using the fixed unit-priced labor rates from Section B and derived in accordance with COSS Subsection C.13, *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* 

- h. Non recurring (IQ) Construction Subcontract Administration (CSA) Services Work. This work includes both routine (standard construction) and non-routine (unique construction) subcontract (CSA) projects.
  - (1) Routine Construction Subcontract Projects. The routine projects are ordered in accordance with COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. The Contractor's fixed CSA compensation is determined by using the unit-priced CSA task-rate from Section B. The unit-priced CSA task-rate is included in the Contractor's bid in Section B for CSA services with a project estimated cost of \$10,000 up to \$25,000, \$25,000 to \$50,000, \$50,000 to \$100,000 and \$100,000 to \$1,000,000. The Contractor's fixed CSA compensation will be derived by multiplying the appropriate unit- priced CSA task-rate per \$1,000 from Section B by the agreed to (Contractor and Contracting Officer) estimated construction cost of the project. Routine projects are those construction activities that are repetitious in construction detailing or process, use of materials, labor application and skill level, complexity and level of difficulty, e.g., replacing built-up roofs, repainting metal siding, and resurfacing asphalt roads.
  - (2) Non-Routine CSA Services. Non-routine CSA services (Services other than routine as defined in paragraph C.29.h.(1) above) are ordered in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* The Contractors compensation for these projects is priced by using the fixed unit-priced labor rates from Section B and derived in accordance with COSS Subsection C.13.

i. Modification to Projects in Progress. If the Government or the Contractor requests changes to an Indefinite Quantity project in progress, for whatever reason, the Contracting Officer will issue a Change Notice. Project modification negotiations will be undertaken without delay by the Contracting Officer and the Contractor to resolve the issue, adjust the price, scope and schedule if required, or cancel the project. If the work is canceled, the Contractor will be paid for the percentage (as agreed to by the Contracting Officer and the Contractor) of the project work performed prior to cancellation. Change Orders that are necessary because of Contractor originated design deficiencies or construction mismanagement are the responsibility of the Contractor and shall be accomplished at no cost to the Government.

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- j. <u>Government Furnished Equipment</u>. Government furnished equipment that can be used for this work is identified in COSS Attachment J-C-3.
- k. <u>Contractor-Stored Material Samples</u>. The Contractor shall store all approved material samples and shop drawings and other bulky items not appropriate for the CSA Documentation files (See Paragraph C.29.f., *Recurring Construction Subcontract Administration (CSA) Services*) for a period of not less than two years following the completion of a construction project. Thereafter, proper disposal of these items is a Contractor responsibility except for those items for projects which have not reached the two-year cut off date. The stored items on projects that have not reached the two-year date shall be turned over to the Contracting Officer at the end of the contract.
- 1. Historical Information on Engineering and Construction Services. A listing of engineering services by project indicating description/type, unit measure, quantity, engineering labor hours and project estimated cost for the Fiscal Years of !INSERT MOST RECENT YEARS OF WHICH THE DATA IS AVAILABLE! is provided in Attachment J-C8-29. This information reflects the anticipated types of projects for this contract. Similarly, a listing is also provided in Attachment J-C8-29 of all subcontracts awarded and administered during !INSERT MOST RECENT YEARS OF WHICH THE DATA IS AVAILABLE! indicating descriptions, unit of measure, quantity, costs and completion date. The Contractor shall maintain a similar continuing (entered as occurred) tabulation of the Engineering and Construction Services provided under the terms of this contract. A copy of the tabulation of the services shall be provided to the Contracting Officer at the end of each contract period.

**END OF SUBSECTION C.29** 

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#### SECTION J: LIST OF ATTACHMENTS FOR SUBSECTION C.29

NOTE TO SPECIFICATION WRITER: The numbering system used below is an extension of the system used in Section J, *List of Attachments* (March 1997, NASA GPWS For COSS). The attachments listed below should be combined with or added to the appropriate attachments from the March 1997, NASA GPWS For COSS Attachment J to form a complete document. Examples of attachments to include in the completed document are Attachment J-1, *Department of Labor Wage Determination*, J-C1, *Inventory of Buildings, Structures, Equipment, and/or Systems*, J-C2, *Government Furnished Facilities*, J-C3, *Government Furnished Equipment*, J-C4, *Government Furnished Material*, J-C5, *Contractor Furnished Material*, etc. The user should add, modify or delete attachments as required to support the contract being prepared and include those Attachments marked "\*", as required.

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ATTACHMENT NUMBER	<u>TITLE</u>	PAGE NO.
J-C8-29	Historical Information for Engineering and Construction Services	88
J-E1	Performance Requirements Summary Table for Subsection C.29	89
J-H2*	NASA and Center/Installation Directives and Regulations	
J-H5*	Environmental Protection	

#### **ATTACHMENT J-C8-29**

# HISTORICAL INFORMATION FOR ENGINEERING AND CONSTRUCTION SERVICES

The purpose of this information is to demonstrate workload for the past !INSERT NUMBER! Years for engineering and construction management efforts to support facilities maintenance at !CENTER/INSTALLATION NAME!. It represents the general type, scope and number of design projects and construction subcontracts for the !INSERT NUMBER! year period. This information is for information purposes only. The Contractor is given no guarantee of any IQ work under Subsection C.29, *Engineering and Construction Services*, of this contract.

<u>!II</u>	NSERT YEAR!			
(Examples)				
DESIGNS	I Init of		Dasian Hauna	Ducia at Est
Design Description	Unit of Measure	Quantity	Design Hours Used	Project Est. Cost
Design Shed Addition to Building 452 Design Air Conditioning Unit Replacement	Gross Sq. Ft. Tons	200 10	75 132	\$9,000 \$14,500
SUBCONTRACTS ADMINISTERED				,
Contract Description	Unit of Measure	Quantity	Costs	Completion Date
Construct Storage Building at RAC	Gross Sq. Ft.	3,200	\$112,000	9/16/19xx
Install New Chiller in Building 244 Construct Shed Addition to Building 452	Tons Gross Sq. Ft.	500 200	\$240,000 \$8,500	8/4/19xx 7/15/19xx

<u>!II</u>	NSERT YEAR!			
DESIGNS  Design Description ETC.	Unit of Measure	Quantity	Design Hours Used	Project Est. Cost
SUBCONTRACTS ADMINISTERED  Contract Description ETC.	Unit of Measure	Quantity	Costs	Completion Date

#### **ATTACHMENT J - E1-29**

#### PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The Contract Requirements listed in the attached PRS (Column (2)) are considered the most critical for satisfactory contract performance. The Performance Requirements associated with each Contract Requirement are as shown in the PRS and include:

- A. <u>Work Requirements</u>. A series of subtasks associated with each particular Contract Requirement, that are considered most critical to satisfactory contract performance, are listed in column (3) of the PRS. Note that unsatisfactory performance of work requirements in Column (3) marked with an "\*" will result in an unsatisfactory rating for the entire contract requirement.
- B. Weight. The value of each Work Requirement in column (3) is specified as a percentage in column (4) of the total Contract Requirement in column (2). The percentages are based on judgement, taking into account both the costs incurred by the Contractor in carrying out a particular Work Requirement and the detriment to the Government if the Work Requirement is not satisfied. The Weight compared with the accepted line item unit prices provided in Section E, *Schedule of Deductions*, will be the primary basis for deducting for partially performed, unsatisfactorily performed and non-performed work. The Government may withhold total payment of a contract requirement if the Government determines that the workmanship was unsatisfactory in terms of quality.
- C. <u>Standard of Performance</u>. The Standard of Performance for each Work Requirement is identified in column (5) of the PRS with a reference to the respective paragraph in Section C that specifies in detail the work to be performed.

conjunction with the Schedule of Deductions to calculate payment deductions for partially performed work. Example payment deduction calculations are shown in each of the sample quality assurance plans in the Quality Assurance Guide of this GPWS. The user should verify that the percentages shown are representative of the Center's/Installation's requirements, and modify as required.

	ATTACHMENT J-E1-29							
	PERFORMANCE REQUIREMENTS SUMMARY							
	CONTRACTOR EQUIREMENTS	CE REQUIREMENTS						
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) (4) (5) WORK REQUIREMENT WT. STANDARD OF PERFORMANCE (%)						
C29A	Engineering Services	1. Operation Procedures Plan	30	Paragraph C.29.b.				
		2. Recurring Engineering Services	30	Paragraph C.29.e.				
		3. Recurring CSA Services	30	Paragraph C.29.f.				
		4. Contractor-Stored Material Samples	10	Paragraph C.29.k.				

# END OF SECTION J

#### **QUALITY ASSURANCE PLAN #29 – ENGINEERING SERVICES**

#### Surveillance Guide #1 - (PRS No. C29A) - FIXED PRICE ENGINEERING SERVICES

(Excluding IDIQ Work and Management Requirements)

#### 1. Contract Requirement. Engineering Services

NOTE – This QA Plan encompasses all fixed-price engineering services. If the Center/ Installation wishes to have a more in-depth evaluation of any or all of the work requirements below, it may be obtained by sampling a larger percentage of the population for that work element. A separate QA Plan for each of these contract requirements is not necessary. Any IDIQ work identified in the specification must be evaluated individually as part of the job acceptance.

A Number of the Engineering Services Requirements are of a one time or management nature and should be included in the COSS QA Plan #1 – Management. These would include maintaining specific personnel requirements, storage of material samples and the maintenance of historical information.

#### 2. Contract Requirements

#### Standards of Performance

- a. Operation Procedures Plan
- Timeliness Draft Initial Plan and Plan Updates are submitted to the CO on time per C.29.b.
- Quality Initial Plan and all Plan updates are acceptable to the CO per C.29.b. and C.29.c.
- Recurring Engineering Services Timeliness All work is completed on time in accordance with the Government-approved schedule per C.29.e.
  - Quality All work is completed in a manner that results in no validated customer complaints per C.29.e.
  - Procedures Work is performed following approved procedures and standards per C.29.b., C.29.c. and C.29.e.
- Recurring CSA Services
- Timeliness All work is completed on time in accordance with the Government-approved schedule and completion records are submitted within 45 days of project completion and acceptance per C.29.f.
- Quality All work is completed in a manner that results in no validated customer complaints per C.29.f.

- Procedures Work is performed following approved procedures and standards per C.29.b., C.29.c. and C.29.f.
- Documentation A complete historical record is prepared for each subcontract and includes all of the documentation and information required per C.29.f.
- 3. <u>Primary Method of Surveillance</u>. Contracting Officer feedback is suggested for the Operation Procedures Plan. Planned sampling supported by validated customer feedback (as appropriate) is suggested for all other contract requirements.
- 4. Maximum Allowable Defect Rate/Number (MADR/MADN). In Planned Sampling there is no statistical validity to the sample chosen. Therefore, the Observed Defect Rate (ODR) should not be compared to the MADR to gauge satisfactory or unsatisfactory performance. Instead, the MADR should be stated as a number (MADN) of defects beyond which the performance is considered unsatisfactory. Use of a MADN, instead of a MADR, results in a number of defects instead of a percentage. One MADN (or MADR) is suggested for each work requirement. For the purposes of the Recurring Engineering Services and Recurring CSA Services Work Requirements, each MADN is equal to the total number of deficient work items PLUS the number of unrelated, validated customer complaints associated with each.

	Work Requirement	<u>MADN</u>
	-	(Numbers are fictitious for illustration only)
a.	Operation Procedures Plan 1. Timeliness	1
	2. Quality	1
b.	Recurring Engineering Services	
	1. Timeliness	10
	2. Quality	10
	3. Procedures	12
c.	Recurring CSA Services	
	1. Timeliness	8
	2. Quality	8
	3. Procedures	12
	4. Documentation	8

5. Quantity of Work. The quantity of work will vary for each contract requirement:

a. Operation Procedures Plan One complete Plan or Plan update (required Quarterly).

b. Recurring Engineering Services

The number of formal action items (PERs, studies, design tasks, estimates, investigations, etc.) completed by the Contractor and accepted by the

customer during the month.

c. Recurring CSA Services

The number of subcontracts completed by the Contractor and accepted by the customer during the month.

- 6. Level of Surveillance. The reduced level of surveillance is suggested initially for each work requirement. The normal level of surveillance should be used if the observed number of defects plus validated customer complaints exceeds the MADN for any one month. The increased level of surveillance should be used if the observed number of defects plus customer complaints exceeds the MADN for two consecutive months. The level of surveillance may be reduced to the next lower level from the normal or increased levels if the number of defects plus validated customer complaints is less than one-half the MADN for two consecutive months.
- 7. Sample Size. The following sample sizes are established for each level of surveillance:

Reduced

Consultation with the CO on the acceptance and timeliness of each Operation Procedures Plan or Plan update submission; 5% of the population of all completed engineering services formal action items and subcontracts accepted by the customer\*.

Normal

- Consultation with the CO on the acceptance and timeliness of each Operation Procedures Plan or Plan update submission; 10% of the population of all completed engineering services formal action items and subcontracts accepted by the customer\*.

Increased

- Consultation with the CO on the acceptance and timeliness of each Operation Procedures Plan or Plan update submission; 20% of the population of all completed engineering services formal action items and subcontracts accepted by the customer\*.
- \* The Quality Assurance Evaluator (QAE) should obtain from the Contracting Officer or designee a list of those tasks and subcontracts that were accepted to verify that all documentation for the completed job has been compiled on time and is complete with all of the data required by the SOW.

#### 8. Sampling Procedures.

- a. <u>Operation Procedures Plan</u> The QAE should consult with the Contracting Officer to be assured the Plan was submitted on time and is acceptable.
- b. <u>Recurring Engineering Services</u> The QAE should compile and maintain (at least weekly) a list of formal action items that were completed by the Contractor during that month. This information may be obtained from any available source, such as a weekly status provided by the Contractor, CMMS status report, information provided to the CO, etc. The QAE should choose every:

20<sup>th</sup> completed formal action item accepted by the customer (Reduced surveillance) 10<sup>th</sup> completed formal action item accepted by the customer (Normal surveillance) 5<sup>th</sup> completed formal action item accepted by the customer (Increased surveillance)

Using the appropriate sample size, the QAE should select the formal action items that will be reviewed. It is suggested that the QAE select the sample by just counting out sequentially every 20th, 10th or 5th (as appropriate) completed formal action item listed, and mark it to be audited.

c. <u>Recurring CSA Services</u> – Throughout each month, the QAE should obtain from the customer a weekly list of those subcontracts that have been completed by the Contractor and accepted by the customer. The QAE should choose every:

```
20<sup>th</sup> completed subcontract accepted by the customer (Reduced surveillance) 10<sup>th</sup> completed subcontract accepted by the customer (Normal surveillance) 5<sup>th</sup> completed subcontract accepted by the customer (Increased surveillance)
```

Using the appropriate sample size, the QAE should select the subcontract files that will be reviewed. It is suggested that the QAE select the sample by just counting out sequentially every 20<sup>th</sup>, 10<sup>th</sup> or 5<sup>th</sup> (as appropriate) completed subcontract listed and mark it to be audited.

- 9. Evaluation Procedures. A single evaluation worksheet may be used for several work requirement evaluations. The QAE should evaluate each of the work requirements listed in paragraph 2 as either satisfactory (S) or unsatisfactory (U) relative to its respective standard of performance. In most instances where the documentation is considered unsatisfactory, timely completion should be considered unsatisfactory also. The QAE should describe briefly any noted defects and advise the Contractor accordingly so that corrective action can be taken, if appropriate.
  - a. Operation Procedures Plan. The QAE should consult with the Contracting Officer as soon as possible after the due date of each Operation Procedures Plan or Plan update submission and verify that the document meets the timeliness and quality requirements of the SOW (i.e., customer feedback).
  - b/c. Recurring Engineering Services and CSA Services. The QAE should obtain from the customer (Contracting Officer or designee) verification that the sample of completed projects selected from within the population meet the timeliness and quality requirements of the SOW (i.e. customer feedback). As soon as possible after customer acceptance of the sample of selected projects (after 45 days for CSA subcontracts per C.29.f.), the QAE should review the respective documentation files to ensure that all other performance requirements, such as maintenance of historical information, have been satisfactorily completed and complete a written performance evaluation of each selected project.
    - 1. <u>Unscheduled Inspections</u>. Unscheduled inspections may be conducted on any completed project, but should be limited to those tasks and files of particular importance where documentation or timeliness problems have been noted in the past, etc., or where customer feedback good or bad prompts an unscheduled inspection.

- 2. <u>Rework</u>. Rework will normally be allowed to correct quality deficiencies when practical and must be completed by the Contractor within 48 hours of notification. Therefore, each document, task or file marked for rework must be re-inspected by the QAE to ensure that the work was satisfactorily completed. Appropriate notations must be completed on the Evaluation Work Sheet.
- 10. <u>Analysis of Results</u>. At the end of the month the QAE should summarize the results of the month's inspections and calculate the total defects.
  - a. Recommended payment deductions should be calculated for each work requirement on the Monthly Payment Analysis Form. An example Monthly Payment Analysis Form is attached.
  - b. The number of defects should be calculated for each work requirement:
    - (1) **If the number of defects for a work requirement is equal to or less than the MADN,** the Contractor's overall performance is *satisfactory* and the appropriate surveillance level should be used for the coming evaluation period in accordance with the guidance described in Paragraph 6.
    - (2) If the number of defects for all work requirements is less than one-half of the MADN, the Contractor's overall performance is *satisfactory*, the Contractor should be commended and, if appropriate and recurring, considered for additional incentives. The appropriate surveillance level should be used for the coming evaluation period in accordance with the guidance described in Paragraph 6.
    - (3) If the number of defects for any work requirement is greater than its MADN, the Contractor's overall performance for that requirement is *unsatisfactory* and the COTR should meet with the Contractor to discuss the remedial actions to be taken. If performance does not improve, the COTR should recommend to the CO that a Contract Deficiency Report (CDR) be issued to the Contractor or that stronger action be taken. The appropriate surveillance level should be used for the coming evaluation period in accordance with the guidance described in Paragraph 6. At the end of the month the QAE should summarize the results of the month's inspections and calculate the recommended payment deductions for each work requirement.

QAE PERFORMANCE REQUIREMENTS SUMMARY – ENGINEERING SERVICES							
	NTRACT JIREMENTS	PERFORMANCE REQUIREMENTS					
(1) ITEM NUMBER	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	(6) REFERENCE PARAGRAPH		
C29A	Operation Procedures Plan	1. Timeliness	45	Draft Initial Plan and Plan Updates are submitted to the CO on time.	C.29.b.		
		2. Quality	55	Initial Plan and all Plan updates are acceptable to the CO.	C.29.b. & c.		
C29B	Recurring Engineering	1. Timeliness	30	All work is completed on time in accordance with the Government-approved schedule.	C.29.e.		
Services		2. Quality	40	All work is completed in a manner that results in no validated customer complaints.	C.29.e.		
		3. Procedures	30	Work is performed following approved procedures and standards.	C.29.b., c. & e.		
C29C	Recurring CSA Services	1. Timeliness	20	All work is completed on time in accordance with the Government-approved schedule and completion records are submitted within 45 days of project completion and acceptance.	C.29.f.		
		2. Quality	30	All work is completed in a manner that results in no validated customer complaints.	C.29.f.		
		3. Procedures	20	Work is performed following approved procedures and standards.	C.29.b., c & f.		
		4. Documentation	30	A complete historical record is prepared for each subcontract and includes all of the documentation and information required.	C.29.f.		

# **EVALUATION WORK SHEET** *C29 – ENGINEERING SERVICES*

3.5 (3		
Month		

		PERAT CEDUR	TION ES PLAN	RECURRING ENGINEERING SERVICES & RECURRING CS						SA SERVICES	
DATE DUE	DUE	CUSTOMER (C0)	TASK IDENTIFICATION	TASK DUE	CUSTOMER FEEDBACK			PROCEDURES	DOCUMENT		
DATE		DATE	CUSTOMER ID	TIME S/U	QUALITY S/U	S/U	S/U				
No.	UNSAT										
	MADN										
COMM	ENTS:	I									

July, 1999

QA-29

# EXAMPLE PAYMENT ANALYSIS FORM FOR ENGINEERING SERVICES

	CONTRACT REQUIREMENTS									
	PROCE	ATION DURES AN	RECURRING ENGINEERING SERVICES			RECURRING CSA SERVICES				TOTAL
A. Price per Month (Schedule of Deductions – Section E)(\$)	7,0	000	23,500		47,800				78,300	
B. Population	-	1		17				8		
C. Price per Service (A/B)(\$)	7,0	000		1,382		5,975				
D. Work Requirements (PRS)	29A1 (T)	29A2 (Q)	29B1 (T)	29B2 (Q)	29B3 (P)	29C1 (T)	29C2 (Q)	29C3 (P)	29C4 (D)	
E. Weight (%) (PRS)	45	55	30	40	30	20	30	20	30	
F. Weighted Value (C x E)(\$)	3,150	3,850	415	552	415	1,195	1,792	1,195	1,793	
G. Number UNSAT (worksheet)	1	0	2	1	0	0	0	0	4	
H. Value of UNSATs (F x G)(\$)	3,150	0	930	552	0	0	0	0	7,172	11,804
I. Liquidated Damages (H x (10%))(\$)	315	0	93	55	0	0	0	0	717	1,180
J. Total Deduction (H + I)	3,465	0	1,023	607	0	0	0	0	7,889	12,984
					I	ـ. Work	Value (	Sum A)(	(\$)	78,300
M. Invoice Payment (L – J)(\$)								65,316		

Notes:

# GUIDE PERFORMANCE WORK STATEMENT

FOR

SUBSECTION 30 – SECURITY SERVICES



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# SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS FOR **SUBSECTION 30, SECURITY SERVICES**

NOTE TO SPECIFICATION WRITER: The User's Guide for this addendum paragraph III.B discusses a number of issues relative to Section B which the user may want to review prior to tailoring this section. The user must contact the appropriate Center/Installation procurement personnel to identify additional clauses, if any, that may be required in Section B. In the following example contract line item 101 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of sub-line items (See March 1997, NASA GPWS For COSS Attachment B for an example), each of which would be broken down by a Schedule of Deductions, or to eliminate the Schedule of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work with detailed contract line items similar to those in a Schedule of Deductions. **BID SCHEDULE 1: BASE PERIOD 1** DESCRIPTION OF SERVICES/SUPPLIES ITEM ANNUAL UNIT UNIT TOTAL NO. **OUANTITY** PRICE **PRICE** 100 PHASE-IN PERIOD (PIP) **Estimated Cost** 1 LOT Fixed Fee 1 **Total Estimated Cost and Fee for Contract** Line Item 100 PIP LOT \$ \$ 101 FIRM FIXED-PRICE (FFP) WORK: Price for the BASE PERIOD for all work specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portions of the contract. (Must equal total Schedule of Deductions – Base Period) **Total Price for Contract Line Item 101** LOT \$ \$ **FFP** 102

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INDEFINITE QUANTITY WORK -

Bid price for the **BASE PERIOD** to perform the Unit Priced Tasks of Indefinite Quantity

**UNIT PRICED TASKS:** 

Work. The quantities listed are a realistic estimate provided solely for bid evaluation and for establishing penal sums of bonds (if required).

NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items below are provided for <u>illustration only</u>, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraph III.B.3. of the User's Guide for additional information.

ITEM NO.	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL QUANTITY	UNIT	UNIT PRICE	TOTAL PRICE
	SCHEDULE OF INDEFINITE QUANTITY W	<u>'ORK</u>			
102-33-1	Courier Service	!NUMBER!	MH	\$	\$
102-33-2	Roving Patrol	!NUMBER!	MH	\$	_\$
102-33-3	Escort	!NUMBER!	МН	\$	_\$
102-33-4	Special Event Security Personnel	!NUMBER!	МН	\$	_\$
102-33-5	Special Event Roving Patrol	!NUMBER!	МН	\$	_\$
102-33-6	Accident Investigation	!NUMBER!	МН	\$	_\$
102-33-7	Criminal Investigation	!NUMBER!	MH	\$	_\$
102-33-8	!ADD ADDITIONAL ITEMS AS NEEDED!	!NUMBER!	??	\$	\$
	<b>Total Price for Indefinite Quantity Work</b> – (Contract Line Item 102)	Unit Priced Tas	sk		\$

MH = Man-hour

INDEFINITE QUANTITY WORK - UNIT PRICED LABOR
Bid price for the <u>BASE PERIOD</u> to perform the Unit Priced
Labor for indefinite quantity maintenance and repair work that
cannot be identified in sufficient detail to be included in Contract
Line Item 102. The quantities listed are a realistic estimate
provided solely for the purpose of bid evaluation and for
establishing penal sums of bonds (if required). The price for this
bid item is the total of the sub-line items listed in the Schedule of

Indefinite Quantity Work - Unit Priced Labor below (See COSS Section C Paragraph C13.a.(2)).

NOTE TO SPECIFICATION WRITER: The indefinite quantity labor line items below are provided for illustration only and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraph II.C.2.b. of the COSS User's Guide for additional information. \* **ITEM** DESCRIPTION OF SERVICES/SUPPLIES ANNUAL UNIT UNIT **TOTAL** NO. **OUANTITY** PRICE PRICE Supervisor, Police Officer !NUMBER! HR Police Officer !NUMBER! HR Security Guard !NUMBER! HR Investigator \$ \$ !NUMBER! HR !ADD ADDITIONAL LABOR !NUMBER! HR CATEGORIES AS NEEDED! **Total Price for Indefinite Quantity Work – Unit Priced Labor** 

(Contract Line Item 103)

TOTAL PRICE FOR BASE CONTRACT PERIOD

(Contact Line Items 101, 102, and 103)

END OF SECTION B

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#### C.30 SECURITY SERVICES

#### **DEFINITIONS**

See COSS Subsection C.4, *Definitions – Technical*.

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!\*

a. <u>General Requirements</u>. The intent of this solicitation is to obtain security services at !INSERT NAME OF CENTER OR INSTALLATION! by means of a combination firm, fixed-price and indefinite quantity contract. The Contractor shall furnish all labor, supervision, materials,

equipment, transportation, and management necessary to provide security services in accordance with !INSERT NAME AND NOMENCLATURE OF THE CENTER'S/ INSTALLATION'S SECURITY MANUAL! and the requirements specified herein. These services include, but are not limited to guard services, perimeter security, access control, visitor control, badging, traffic control, accident investigations, criminal investigations and !ETC.!. The sites and facilities in which these services are to be performed are described in Attachment J-C59-30.

b. <u>Scope of Work</u>. The Contractor shall perform all work in accordance with !INSERT "A GOVERNMENT-APPROVED OPERATIONS PROCEDURE PLAN" IF APPLICABLE, AND ....!, Security Police Standard Operating Procedures, NHB 1620.3 (series), *NASA Security Handbook* and this subsection. The work in this Subsection includes:

!*************************************
NOTE TO SPECIFICATION WRITER: Add to, delete or modify the types of work included in the
following paragraphs as appropriate, but be thorough enough to provide the bidders a good sense
of the types of responsibilities that the Contractor will be assuming.
**********************************

- (1) <u>Recurring Work</u>. Recurring Work (included in the firm, fixed-price portion of the contract) in this subsection includes scheduled guard services, perimeter security, access control, visitor control, badging, and traffic control, !ETC! and shall be accomplished in accordance with COSS Subsection C.12., *General Requirements and Procedures for Recurring Work* and requirements of this subsection.
- (2) Non-recurring Work. Examples of non-recurring work in this subsection are unscheduled, augmented guards and roving patrols and extraordinary access, visitor and traffic control all required due to civil unrest, hazardous conditions, or other special events or circumstances; and accident and criminal investigations that would be performed on an as-needed basis, (!ETC!). This work shall be ordered from the unit price labor and/or tasks listed in Section B, and accomplished in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work* and requirements of this subsection.
- c. <u>Exclusions</u>. The following work associated with security services will be performed by others and is excluded from the requirements of this contract:
  - (1) Guard services in Buildings !INSERT BUILDING NUMBERS!
  - (2) Perimeter fencing shared with !INSERT NAME OF MILITARY OR OTHER INSTALLATION, ETC.!
  - (3) Arrest and detention of individuals (to be performed by !INSERT AUTHORIZED POLICE JURISDICTION!)
  - (4) !ETC!

d. <u>Documentation</u>. All work shall be documented in accordance with the requirements of COSS Subsection C.12 for Recurring Work and C.13 for Indefinite Quantity work and requirements of this subsection. Additionally, Attachment J-C6-30 lists the records and reports required of the Contractor as part of this work and provides sample report formats. See also Paragraph C.30.h., *Management*.

NOTE TO SPECIFICATION WRITER: The use of a Contractor-developed Operation Procedures Plan is optional, but encouraged. Use of such a plan is in keeping with the ISO 9000 philosophy and serves a three-fold purpose: First, it requires the Contractor to think and plan ahead the procedures, schedules, coordination, notifications, etc. required of the work that the Contractor shall be performing. Second, it serves as a mini-contract, so to speak, detailing how the Contractor anticipates that the work will be done and the Government's acceptance of the Contractor's understanding. Third, the Government-approved plan will be used as a basis against which the Contractor's actual performance will be compared for Quality Assurance purposes. The downside of requiring the Contractor to develop an Operation Procedures Plan is that the plan can range from simple to elaborate with the latter adding a high cost to the contract. For that reason, where no plan currently exists, it is recommended that the Contractor starts simple by combining existing pertinent standard operating procedures (SOPs), instructions, manuals and schedules into a plan binder, modified as required. The Contractor would keep this plan up to date, making continual improvements as the work progresses, and resubmitting the plan (or, after its initial approval, a letter stating that the existing plan is current in all respects) on a Quarterly basis for re-approval by the Contracting Officer.

- e. Operation Procedures Plan. The Contractor as part of the firm, fixed-price shall develop an Operations Procedures Plan for the provision of security services at !INSERT NAME OF CENTER OR INSTALLATION!. The objective is to perform security services in accordance with written and bound procedures to ensure that !INSERT NAME OF CENTER OR INSTALLATION! is provided quality, reliable and efficient security services. The plan shall be developed using the following guidelines: (1) existing !INSERT NAME OF CENTER'S OR INSTALLATION'S! Security Police Standard Operating Procedures, (2) !INSERT LOCAL JURISDICTION POLICE PROCEDURES AND MEMORANDA OF UNDERSTANDING!, (3) FEDERAL GUIDELINES, ETC.! The Plan shall address:
  - (1) Any special instructions and Security Police Standard Operating Procedures to be used in performing security services at !INSERT NAME OF CENTER OR INSTALLATION!, observations to be made, special rounds and patrols, escort procedures including VIPs, procedures for various threat conditions, procedures for handling traffic accidents and criminal activity and emergency conditions.
  - (2) Radio procedures, call signs and various points of contact.
  - (3) Schedules for known recurring work, such as roving patrols and the posting of guards.
  - (4) Safety and accident procedures.

A Draft Initial Plan shall be submitted to the Contracting Officer for approval at least !INSERT NUMBER! days prior to the contract start date. The initial Plan should incorporate existing !INSERT NAME OF CENTER OR INSTALLATION! documentation, procedures, and standards pertinent to this subsection. The Contractor shall review the Plan at least quarterly, make updates, and resubmit the updated Plan (or a written memorandum validating that the existing plan is still accurate in all respects) to the Contracting Officer for approval by the third work day of the start of each quarter. Deviation from the approved Operation Procedures Plan and standard operating procedures is acceptable only with the approval of the Contracting Officer. See also Paragraph C.30.j., Security Police Standard Operating Procedures.

!*************************************	:*****
NOTE TO SPECIFICATION WRITER. The Contractor should be self-cient and	J f

NOTE TO SPECIFICATION WRITER: The Contractor should be self-sufficient and furnishing any Government property to the Contractor is highly discouraged. It is good policy NOT to furnish the Contractor any Government property or at least to minimize it to the greatest extent possible. Modify Paragraphs f, f(optional) and g appropriately.

- f. <u>Government Furnished Property and Services</u>. Government furnished property and services will be provided in accordance with COSS Subsection C.5., *Government Furnished Property and Services*.
- f (Optional). Government-furnished property and services *will not* be provided to the Contractor under this contract.
- g. Contractor Furnished Items.
  - (1) Except for the items listed in COSS Subsection C.5., *Government Furnished Property and Services*, the Contractor as part of the firm, fixed-price shall provide all facilities, equipment, material and services to perform the requirements of this contract in accordance with COSS Subsection C.6, *Contractor Furnished Items*.

NOTE TO SPECIFICATION WRITER: If applicable, insert the following in the paragraph below: "At least !INSERT NUMBER! vehicles must have four-wheel drive off-road capability." It may be desirable to add the following: "All vehicles must be less than !(3, 4, 5)! model years old and with less than !INSERT NUMBER! miles on the odometer." If patrols are a major portion of the work requirements, include as an attachment in Section J as much historical data (i.e., annual mileage per patrol route, road conditions, weather conditions by season, etc.) as possible.

\*

(2) <u>Vehicles</u>. The Contractor shall provide all vehicles necessary for the performance of this contract. All vehicles shall be kept in a safe operating condition at all times with a valid state safety inspection sticker attached if required by !INSERT NAME OF STATE OR LOCAL JURISDICTION!. The Contractor shall provide all fuel, oil, lubricants, and maintenance. Vehicles smaller than sub-compact automobiles and two-wheeled or three-wheeled vehicles may be used only with the Contracting Officer's approval. At least !INSERT NUMBER! four-door sedans must be provided. All vehicles shall be identically painted in an approved color. All vehicles shall be clearly marked (front, rear, and both

sides) with distinctive insignia containing the words "!INSERT APPROPRIATE WORDS!" in letters at least four inches in height. Each vehicle shall have a clearly visible red and/or blue flashing light. Each vehicle shall have a distinctive siren. Each vehicle shall have a handheld or fixed search light with a minimum of 100,000 candlepower. In the event of a vehicle breakdown, the Contractor shall provide within !INSERT NUMBER! hours of the breakdown a replacement vehicle on site that meets all contract requirements. All vehicle repairs shall be done off Government property, except for minor work such as changing a flat tire, battery, etc. Vehicles that are not operable, are undergoing maintenance, are located at another site, or are otherwise unavailable for immediate use are not acceptable.

NOTE TO SPECIFICATION WRITER: A separate *Management* Subsection similar to COSS Subsection C.8 is preferred with a brief reference made to it in this Subsection. However, if the Security Services function stands alone, then a specific paragraph similar to the following is appropriate in this Subsection.

- h. <u>Management</u>. The Contractor as part of the firm, fixed-price work shall manage the total work effort associated with the security services required herein to assure fully adequate and timely completion of these services. Such management includes, but is not limited to, planning, scheduling, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide a staff with the necessary management expertise to assure the performance of the required work. See COSS Subsection C.8., *Management*.
  - (1) <u>Work Control</u>. The Contractor shall implement all necessary scheduling and personnel and equipment control procedures to ensure timely accomplishment of all security services requirements.
  - (2) Annual Work Schedule. Within !INSERT NUMBER-15! calendar days after award and within !INSERT NUMBER-15! days before each year's anniversary date, the Contractor shall submit to the Contracting Officer, a general schedule of the Contractor's planned performance of work for the contract period. The Schedule shall indicate the day or days of the week that weekly or more frequent services will be accomplished, the week of the month that items of less than weekly frequency will be accomplished, the location to receive services, and the services to be accomplished.

NOTE TO SPECIFICATION WRITER: Add to the following paragraph, any other known requirements that must be scheduled, such as planned escorts, courier schedules, vendor deliveries, etc. Specific requirements for these services must then be included in the specific paragraphs of this Subsection and/or the SOP.

(3) Monthly Work Schedule. The Contractor's monthly work schedule, submitted to the Contracting Officer !INSERT NUMBER-5! work days prior to the first day of the month being scheduled, shall indicate the specific hours of the day each post will be manned, including the number of personnel per post. Other known requirements, such as scheduled

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escort services, scheduled courier services, and scheduled fire/evacuation drills shall also be shown on the schedule. Proposed changes to the monthly work schedule shall be submitted to the Contracting Officer at least !INSERT NUMBER! hours prior to the start of the period in question.

- (4) Records and Reports. The Contractor shall maintain an electronic database of all records and prepare reports as set forth in Attachment J-C6-30. A copy of all reports shall be maintained on-site and available for inspection by the Government at all times. From time to time the Contractor's employees may be required to make written and oral statements to the Federal Bureau of Investigation, other Federal agencies and to local police jurisdictions due to the nature of a particular incident. Any written statements provided shall be considered a report under the terms of this contract. All records and copies of reports shall be turned over to the Contracting Officer within !INSERT NUMBER! calendar days after contract completion. See also Paragraph C.30.d., *Documentation*.
- i. <u>Supervision</u>. The Contractor shall provide adequate on-site supervision of employees at all times that a post is manned; however, the Contractor's supervisor(s) shall not hold the position of an on-duty guard except in emergencies. In emergencies, the Contractor's supervisor may man the post not to exceed three hours in any consecutive eight-hour period. Supervisory personnel in charge of the work under this contract shall be available at all times to receive and implement orders or special instructions from the Contracting Officer concerning matters that affect the operation, protection and/or security of assigned areas.
- j. Security Police Standard Operating Procedure (SOP). The Contractor shall maintain a current copy of the SOP at each guard post. A detailed review of the SOP shall be provided as part of each employee's initial training. Employees shall be notified each time the SOP is modified and each time special orders are short term or one-time changes to the SOP are made. No employee shall be assigned to duty unless the employee is thoroughly knowledgeable of and understands the SOP. The SOP will be modified periodically in accordance with the "CHANGES FIXED-PRICE" clause, Section I, to reflect required changes in the Government's guard services policies and procedures. See also C.30.e., *Operation Procedures Plan*.

#### k. Authority and Jurisdiction

(1) <u>Authority</u>. The authority of Contractor security personnel to detain and/or make arrests shall be that of !INSERT "PRIVATE CITIZENS" OR APPROPRIATE JURISDICTION APPOINTMENT! as defined by the laws of the State of !INSERT NAME OF STATE OR OTHER JURISDICTION!, and each member of the security force shall be under a duty by virtue of employment under this contract to exercise that authority in the manner directed by this contract, including the SOP.

(2) <u>Jurisdiction</u>. Members of the security force shall be familiar with and comply with the limits of Federal jurisdiction, as defined in the SOP.

#### 1. Personnel Requirements.

- (1) <u>Standards of Conduct</u>. The Contractor shall maintain satisfactory standards of employee competency, conduct, appearance, and integrity that reflect credit on themselves, their employer, !INSERT NAME OF CENTER OR INSTALLATION!, and the Federal Government. The Government reserves the right to direct the Contractor to remove an employee from the work site for failure to comply with the standards of conduct. The Contractor shall initiate immediate action to replace such an employee to maintain continuity of services at no additional cost to the Government.
- (2) <u>Employment Suitability and Qualifications.</u> Prior to assignment to the Contractor's security force, an individual shall meet the following suitability criteria:
  - (a) <u>Education</u>. Possess a high school diploma or equivalent, or pass an equivalent performance examination designed to measure basic job-related mathematical, language, and reasoning skills. Possess the knowledge and ability to perform all required guard services duties. Must be able to read, write, and speak English.
  - (b) <u>Felony Convictions</u>. Have no felony convictions and no convictions that reflect on the individual's reliability.
  - (c) <u>Age</u>. Be 21 years of age or older or be an honorably discharged veteran. Must be 21 years of age to be armed.
  - (d) <u>Citizenship</u>. Be a citizen of the United States.
  - (e) <u>Physical Qualifications</u>. Pass a physical examination given by a licensed physician or health care professional prior to assignment and yearly there after. Two copies of a written certification from the examining physician that the employee meets the following physical qualifications shall be provided to the Contracting Officer following each examination. The following physical requirements apply for all security force personnel:
    - <u>Vision.</u> Distant visual acuity in each eye shall be correctable to 20/30 in the better eye and 20/40 in the other eye with eyeglasses or contact lenses. If uncorrected distance vision is not at least 20/40 in the better eye, the individual shall carry an extra pair of corrective lenses. Near visual acuity, corrected or uncorrected, shall be at least 20/40 in the better eye. Field of vision must be at least 70 horizontal meridian in each eye. Where corrective eyeglasses are required, they shall be of the

safety glass type. The use of corrective eyeglasses or contact lenses shall not interfere with an individual's ability to effectively perform assigned security job duties during normal or emergency operations. The ability to distinguish red, green, and yellow colors is required. Loss of vision in one eye is disqualifying. Glaucoma shall be disqualifying unless controlled by acceptable medical or surgical means, provided such medications, as may be used for controlling glaucoma do not cause undesirable side effects which adversely affect the individuals ability to perform assigned security job duties, and provided the visual requirements stated above are met. On-the-job evaluation shall be used for individuals who exhibit a mild color vision defect.

- <u>Hearing</u> Individuals shall not have hearing loss in the better ear greater than 30 decibels average at 500 Hz, 1000 Hz, and 2000 Hz, with no level greater than 40 decibels at any one frequency (by ISO 389 "Standard Reference Zero for the Calibration of Purtone Audiometer" (1975) or ANSI S3.6-1969 (r. 1973) "Specifications for Audiometers"). Use of a hearing aid is acceptable provided suitable testing procedures demonstrate auditory acuity equivalent to the above stated requirement and its use does not decrease the effective performance of the individual's assigned guard duties during normal or emergency operations.
- <u>Physical Condition</u>. Each security services employee shall be in good physical condition, able to protect themselves and others, and be able to withstand sudden emotional stress and physical exertion in apprehension of suspects and violators. Pursuit may be on foot, requiring running, jumping, climbing, and/or crawling, followed by physical contact to overpower the violator as necessary.
- <u>Diseases</u>. Individuals shall have no established medical history or medical diagnosis of epilepsy or diabetes or where such a condition exists, the individual shall provide medical evidence that the condition can be controlled with proper medication so that the individual will not lapse into a coma or unconscious state while performing assigned security duties.
- <u>Addiction</u>. Individuals shall have no established medical history or medical diagnosis of habitual alcoholism or drug addiction or where such a condition has existed, the individual shall provide certified documentation of having completed a rehabilitation program that would give a reasonable degree of confidence that the individual would be capable of performing assigned security duties.
- Other Physical Requirements. An individual who has been incapacitated due to serious illness, injury, disease, or operation, which could interfere with the effective performance of assigned security duties, shall, prior to resumption of such duties, provide medical evidence of recovery and ability to perform such duties.
- (3) <u>Firearms Proficiency Training and Qualification</u>. Each member of the security force required to carry a weapon shall be trained and qualified to meet the minimum standards specified in the !INSERT NAME OF CENTER OR INSTALLATION! Security Manual, including initial training and qualification, sustainment training, and annual requalification. No member of the security force shall bear a firearm on !INSERT NAME

OF CENTER OR INSTALLATION! property or be assigned to an armed post until a written certification of qualification has been provided to the Contracting Officer and the guard has successfully completed training in the use of deadly force.

- (4) <u>Firearms Licensing and Permits</u>. The Contractor shall ensure that each member of the security force required to carry a firearm complies with all current State and local firearms suitability, licensing, and permit requirements, including the following:
  - (a) <u>Firearms Permits</u>. Except where precluded by local law or ordinance, the Contractor shall (l) obtain a permit for each security force member required to carry a firearm, and (2) maintain on file a current firearm permit for each security force member. A copy of each permit shall be provided to the Contracting Officer at least !INSERT NUMBER-3! working days prior to the anticipated assignment date of any individual. All security personnel shall carry their permit on their person while on duty. The Contracting Officer shall be notified immediately should such permits be terminated, revoked, or suspended at any time and the guard(s) affected shall be removed immediately from the work site.
  - (b) <u>Bonds</u>. The Contractor shall provide all official bonds required and pay all fees or costs involved or related to the authorization for the arming of all employees engaged in providing services specified under this contract.

NOTE TO SPECIFICATION WRITER: Security clearance requirements will fit into one of two situations: (1) No Contractor employees will be required to possess a Security Clearance, or (2) Some Contractor employees will be required to possess a Security Clearance. Use only paragraph C.30.1. (5)(a) for situation (1). Use paragraphs C.30.1.(5)(a) and C.30.1.(5)(b) for situation (2).

- (5) Personnel Security Clearance Requirements.
  - (a) <u>National Agency Check</u>. All Contractor employees assigned to security functions under this contract and not required to possess a security clearance as prescribed in Paragraph C.30.1.(5)(b) below must pass a National Agency Check. The Contractor shall provide necessary information to, and complete all forms requested by the !INSERT NAME OF CENTER OR INSTALLATION! Security Officer for the purpose of initiating this

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check. Before assigning any employee to security duties the Contractor must possess a letter from the Security Officer indicating that the check on that employee is favorable.

(b) <u>Security Clearance</u>. Contractor employees assigned to the posts indicated below must possess a security clearance at a level equal to or greater than the corresponding levels specified below. The Contractor shall complete all necessary forms and provide other information as required by the !INSERT NAME OF CENTER OR INSTALLATION! Security Clearance Office for the purpose of initiating clearance requests. The Contractor shall provide the Contracting Officer, prior to assignment of any employee to duty at one of the following posts, two copies of the Letters of Consent received from the !INSERT NAME OF CENTER OR INSTALLATION! Security Clearance Office granting such clearances.

Post Clearance Level Required

### !INSERT POST AND CLEARANCE LEVEL REQUIRED SUCH AS FOLLOWS!

5 CONFIDENTIAL

7 CONFIDENTIAL

NOTE TO SPECIFICATION WRITER: Modify the following as necessary to reflect which employees are to be uniformed, i.e., guards only?, and what the desired uniform should consist of. Also, indicate if there is any special dress or outfitting requirements for other security personnel, such as badging clerks, detectives, investigators, etc.

\*

- (6) <u>Uniforms</u>. While on duty, all security personnel shall wear a complete uniform or other appropriate, authorized attire so that a favorable public image is presented. Shoes shall be shined and all items of clothing shall fit well and be clean, neat, and pressed. All uniformed employees shall wear the same color and style of uniform. An appropriately lettered breast badge and cap ornament shall indicate the jurisdiction from which authority, if any, is obtained. Cleaning, pressing, and repair costs shall be paid by the Contractor as allowed in the attached Department of Labor Service Contract Labor Wage Determination. Each applicable employee shall be issued a uniform by the Contractor to include the following items:
  - (a) Shirt (!INDICATE LONG OR SHORT SLEEVE!)
  - (b) Trousers (skirts are optional for female employees)
  - (c) Necktie
  - (d) Cap
  - (e) Jacket (in winter)

- (f) Name tag (over left breast pocket)
- (g) Handcuffs, key, and pouch
- (h) Baton (police regulation type) and holder
- (i) Pepper spray
- (j) Flashlight and batteries (producing light equal to or greater than a flashlight with 2 "D" cell batteries)
- (k) Inclement weather protection (as needed)
- (l) Whistle
- (m) Shoes and safety helmets that meet ANSI 289.1-1969

In addition guards that are to be armed shall be issued the following.

- (a) Holster including safety strap (crossdraw and swivel holsters are not authorized)
- (b) Holster belt
- (c) Ammunition pouch

NOTE TO SPECIFICATION WRITER: Add any additional communications capabilities to the following paragraph.

m. Communications. The Contractor as part of the firm, fixed-price shall furnish all necessary multi-channel radio transceiver communications equipment so that each employee on security duty may be contacted by the Contractor's base station and/or shift supervisors within !INSERT TIME! minutes. The Contractor shall comply with appropriate Federal Regulations to obtain all necessary frequencies and permits for equipment operation. The equipment shall operate within the !INSERT FREQUENCIES! range. The exact security force frequency(ies) shall be approved by the Contracting Officer prior to operation to prevent interference with Government operations, and in no event shall "Citizens Band" frequencies be accepted. The Contractor shall also be capable of establishing radio communications within !INSERT TIME! minutes with the !INSERT NAME OF CENTER OR INSTALLATION! Fire Department dispatcher on !INSERT FREQUENCY! Hz and ambulance service on !INSERT FREQUENCY! Hz

- n. Guard Services.
  - (1) The Contractor as part of the firm, fixed-price shall provide regularly scheduled and recurring Guard Services at !INSERT NAME OF CENTER OR INSTALLATION! in

accordance with the Government-approved Operation Procedures Plan and Security Police Standard Operating Procedures. The expected level of effort for this recurring work is approximately !INSERT! guard-hours per year. Historical data of non-recurring, indefinite quantity guard services, performed in accordance with COSS Subsection C.13, *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work*, is provided in Attachment J-C8-30, and is representative of expected requirements under this contract. Guard Services include the following:

- (a) Deterrence and reporting of unauthorized personnel and/or vehicular entry into areas designated by the Contracting Officer.
- (b) Deterrence and reporting of damage, pilferage, removal, secreting, misappropriation, misuse, larceny, theft, or other improper or unlawful threats to, or disposition of, Government or personal property or acts of espionage, sabotage, or wrongful destruction within the designated area(s).
- (c) Prevention of loss of life, injury and property damage due to fires, explosions, collapses, and other catastrophes. In such an event, the Contractor shall summon appropriate response forces and then make appropriate notifications in accordance with Security Police Standard Operating Procedures, assist in minimizing the effects of the catastrophe, and assist in restoring the area to a safe condition.
- (d) Safeguarding personnel against the commission of crimes against them, summoning appropriate response forces, and assisting those response forces as required.
- (e) Providing an on-call contingent of accepted guard force personnel to quickly and decisively back up any Contractor employee confronted with a situation requiring additional personnel.
- (f) Providing armed and unarmed courier services.
- (2) <u>Crisis Situations</u>. The Contractor shall provide an employee recall system with the capability of contacting and recalling a minimum of !INSERT NUMBER! off-duty guard force personnel. Personnel shall be on-site within !INSERT TIME! of the Contractor's receipt of the Contracting Officer's recall authorization. Situations that may result in recalls include bomb threats, fires, terrorist incidents, natural catastrophes, civil disturbances, or other large gatherings of people where, in the opinion of the Contracting Officer, a threat exists to life and property. Compensation for any such recall shall be in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring* (*Indefinite Quantity*) *Work*.
- (3) <u>Courier Service</u>. The Contractor as part of the firm, fixed-price work shall provide regularly scheduled !ARMED, OR ARMORED CAR, OR OTHER! courier service at the times indicated and between the points shown below:

Origin/Destination

Time

!INSERT LOCATIONS AND TIMES SUCH AS FOLLOWS!

Main Cafeteria to Bank 1700 - 1800 Tuesday through Sunday Visitor Center Store to Bank 1700 - 1800 Tuesday through Sunday

Additionally, courier services, not regularly scheduled, shall be provided and compensated for in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* See Attachment J-C8-30 for historical data.

- (4) Complaints. The Contractor shall receive complaints from any person concerning security, safety, or law enforcement within the Government's jurisdiction. Such complaints shall be promptly reported to the appropriate Contractor supervisor for resolution and disposition. The Contractor shall notify the Contracting Officer of such complaints within !INSERT TIME!. The Contractor shall endeavor to deter crimes against persons without waiting for a specific complaint, while immediately notifying the security police.
- o. Roving Patrol and Perimeter Security. The Contractor as part of the firm, fixed-price work shall provide recurring Perimeter Security at !INSERT NAME OF CENTER OR INSTALLATION! in accordance with Security Police Standard Operating Procedures. Extraordinary perimeter security services shall be provided in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* Perimeter Security includes the provision of fixed post guards and roving patrol(s).
  - (1) <u>Roving Patrol</u>. The Contractor shall provide personnel for roving patrols as specified in the table below. Specific requirements for each post are discussed in paragraphs C.30.o.(2)(a) through C.30.o.(2)(d) and in the SOP. All roving patrol guards shall be equipped with communications equipment as specified in paragraph C.30.m, *Communications*, and be capable of making contact with the Contractor's base station and/or shift supervisor within !INSERT! minutes at all times.

# !INSERT A TABLE SHOWING CENTER/INSTALLATION REQUIREMENTS SIMILAR TO THE FOLLOWING!

Post No.	<u>Location</u>	Hours/Day	Days/Week	Min. No. of Guards	Armed
5	Perimeter	24	7	1	Yes
6	Fuel Area	24	7	1	Yes
7	Bldgs/Equip. Checks	6	7	1	No
8	Flags	2	5	2	No
9 *	Traffic Control	10	5	2	No

<sup>\*</sup> Traffic control required on !INSERT CENTER OR INSTALLATION! working days only.

(2) <u>General</u>. The roving patrol function includes both foot and motorized patrols. Roving patrols shall be on the alert continuously for the occurrence of fires, explosions, collapses, and other catastrophes by close and detailed observation of buildings, machinery, vehicles, equipment, other resources, and personnel. Unsafe or potentially unsafe conditions,

procedures, or activities shall be identified and promptly corrected, if possible. Alternatively, the Contractor shall restrict admission to the unsafe area to minimize the risk and notify the proper authority so that repair or correction can be accomplished as soon as possible. In the event of a catastrophe, the Contractor shall immediately summon appropriate response forces and then notify Government personnel prescribed by the SOP, assist in minimizing the effects of the contingency, and assist in restoring the area to a safe condition as soon as possible.

- (a) <u>Perimeter</u>. Once every !INSERT! hours, a check shall be made of the entire !INSERT NAME OF CENTER OR INSTALLATION! perimeter to detect unauthorized entry (attempted or actual). Routes shall be varied in order not to establish a set pattern.
- (b) <u>Fuel Area</u>. A walking patrol shall be maintained in the fuel area following the routes and specific procedures specified in the SOP.
- (c) <u>Building/Equipment Checks</u>. Security checks shall be made every !INSERT NUMBER OF HOURS USING PATROL CLOCKS AND KEYS OR OTHER WATCHMAN REPORTING SYSTEMS! of all buildings and pieces of equipment identified in the SOP. While such checks are primarily to detect unsecured facilities, the patrol shall also immediately report fire, flooding, or other condition that could result in damage to buildings/equipment or injuries to personnel. Such checks shall specifically include classified materials storage areas, weapons and munitions storage areas, safes, and other areas specifically identified in the SOP. The patrol guard(s) shall also turn off unnecessary lights and appliances and close windows/doors to conserve energy. The Contractor's employees shall not disturb papers on desks, open desk drawers or cabinets, erase blackboards, or use Government equipment except as authorized.
- (d) <u>Execute Colors</u>. The Contractor shall raise and lower the United States Flag (and other flags as authorized) at the locations and times dicated in the SOP. No deviations are permitted unless authorized. (Verbal authorizations shall be recorded in an incident report.)

#### (3) <u>Deviation from Prescribed Schedules</u>

- (a) <u>Government Directed</u>. In the case of emergency conditions requiring immediate attention, the Contracting Officer may direct the Contractor's on site supervisor to temporarily divert personnel from their normal roving patrol duties to respond to the emergency conditions, at no additional cost to the Government. Such employees shall return to their normally assigned duties when released from the emergency situation.
- (b) <u>Contractor Directed</u>. Except for the emergency conditions described in the SOP, the Contractor shall not divert roving patrol personnel from their prescribed schedules without the prior approval of the Contracting Officer. In instances where verbal deviation approval is given by the Contracting Officer, all pertinent facts concerning the deviation shall be recorded in an incident report and forwarded to the Contracting Officer within three hours of the approval. Diversions resulting from emergency conditions described in the SOP shall be reported to the Contracting Officer in an incident report within three hours of the diversion.

- p. <u>Access Control</u>. The Contractor as part of the Firm fixed-price work shall provide Access Control at !INSERT NAME OF CENTER OR INSTALLATION! in accordance with Security Police Standard Operating Procedures and the following paragraphs.
  - (1) Entry onto Property. The Contractor shall deter unauthorized personnel, property, or vehicles from entering into the area(s) defined in the SOP. The following posts shall be controlled during the specified times. During the time periods posts are not manned, the posts shall be considered part of the perimeter and controlled by the roving patrol.

# !INSERT A TABLE SHOWING CENTER/INSTALLATION REQUIREMENTS SIMILAR TO THE FOLLOWING!

Post No.	Location	Hours/Day	Days/Week	Min. No. of Guards	Armed
1	Main Gate	24	7	2 *	Yes
2 **	South Gate	12 (0600-1800)	5	1	No
3	East Gate	18 (0600-2400)	7	2 *	Yes
4 **	West Gate	4 (0600-0800 &	5	1	No
		(1600-1800)			

<sup>\*</sup>Minimum of two guards required only during the periods 0600 - 0800 and 1500 - 1700 daily. One guard is required during the balance of the specified periods.

- (a) Authorized personnel or vehicles shall be allowed entry within !INSERT! minutes after arrival and the Contractor shall minimize traffic congestion during peak periods of personnel arrivals and departures.
- (b) Certain private property (e.g., tape recorders, cameras, etc.) is prohibited at !INSERT NAME OF CENTER OR INSTALLATION!. The Contractor shall provide a receipt for, and secure such items in accordance with the SOP. Receipts for prohibited property shall be issued within !INSERT! minutes after property is received.
- (c) All gates shall be closed to inbound traffic and locked, and an "all secure" report made in accordance with the specific procedures contained in the SOP within !INSERT! minutes of notification of the Contractor's base station or shift supervisor.
- (d) The Contractor shall comply with the SOP regarding detention of persons or property, and shall insure that any person(s) attempting to take Government property off the installation has a valid property pass, as identified in the SOP. All gates shall be closed to outbound traffic and locked, and an "all secure" report made in accordance with the specific procedures contained in the SOP within !INSERT! minutes of notification of the Contractor's base station or shift supervisor.

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<sup>\*\*</sup>These gates are not opened on weekends and holidays.

- (e) <u>Gate/Building Openings</u>. The Contractor shall open and close gate(s) and building(s) within !INSERT TIME! minutes of the scheduled time as specified in the SOP. Locked gates or buildings must be opened within !INSERT TIME! in response to an authorized request at any time. The Contractor shall maintain a record of all nonscheduled gate/building openings.
- (2) <u>Key and Combination Control</u>. The Contractor shall receive, secure, issue, and account for all keys or combinations issued for access to buildings, offices, equipment, gates, etc. for the purposes of this contract. Prior to starting work, the Contractor shall sign a receipt for all keys and combinations issued by the Government. The Contractor shall maintain records, available to the Contracting Officer on request, that show how many keys are in existence, in whose possession they are, and who has knowledge of and/or access to combinations. Keys shall not be duplicated without the Contracting Officer's approval.

NOTE TO SPECIFICATION WRITER: Modify the sample information in Paragraph C.30.p.(3) below as required. The SOP should include specific procedures to be followed for each type of alarm, provide a list of personnel to notify, etc. Specify the number of response tests allowed per month based on the importance of the alarm systems being monitored. If alarm-monitoring stations are not centralized the wording of this paragraph should be changed accordingly. Response times set forth below and in the SOP must be in agreement with those specified in Paragraph C.30.m., *Communications*.

(3) <u>Intrusion Alarms</u>. The alarm systems(s) listed below shall be monitored by the Contractor continuously during the periods indicated. Alarm monitors shall be capable of communicating with the Contractor's communications base station so that the appropriate authorities (fire department, etc.) may be contacted within the time frames specified in the SOP and a guard may be dispatched by the Contractor to the site of the alarm. Guards must arrive at the alarm site within the appropriate response times specified below. Response time begins when the alarm sounds. The Government reserves the right to test the Contractor's response to alarms not more than !INSERT NUMBER! a month during the term of the contract without prior notice.

# !INSERT A TABLE SHOWING CENTER/INSTALLATION REQUIREMENTS SIMILAR TO THE FOLLOWING!

### ALARM SYSTEMS MONITORED FROM ROOM #23, BUILDING #1045

Building/	Alarm	Monitored During the Periods	Type	Response
Equipment	<u>Type</u>		<u>Signal</u>	Time
1291	SECURITY	1600 - 0800 7 DAYS/WEEK	AURAL	10 MINUTES

NOTE TO SPECIFICATION WRITER: If appropriate, add the following requirements to paragraph C.30.q., *Visitor Control*, below: "The Contractor is authorized to sign for and accept

registered/certified mail and package deliveries for the Government." Except in unusual circumstances, this procedure is not recommended. Also, the Contractor may not confiscate private property unless a warning sign at each entrance clearly identifies the prohibited property. Security personnel may NOT conduct a search of any person or vehicle unless each entrance to the Center/Installation has a warning sign clearly posted which reads "WARNING - U.S. GOVERNMENT INSTALLATION. It is unlawful to enter this area without permission of the !INSERT CENTER OR INSTALLATION! Director. While on this installation, all personnel and the property under their control are subject to search." Words of similar content may be used, if preferred. Coordinate with the Center/Installation Security Officer and legal counsel. Post information shown is for illustrative purposes only.

q. <u>Visitor Control</u>. The Contractor shall provide Visitor Control at !INSERT NAME OF CENTER OR INSTALLATION! in accordance with Security Police Standard Operating Procedures and the following paragraphs.

NOTE TO SPECIFICATION WRITER: If the number of escorts required is predictable the user may be able to delete the subparagraph on unscheduled services below. On the other hand, if the number of escorts to be provided fluctuates widely and unpredictably, the user will need to include some or all such services in the indefinite quantity portion of the contract.

- (1) <u>Escort Service</u>. The Contractor shall provide escort services as described in the SOP for visitors not having the appropriate security clearance and for the movement of valuables, explosives, classified material, hazardous material, fuel deliveries, and other items on board the activity. One escort shall be provided to escort not more than !INSERT NUMBER! visitors or each vehicle traveling to the same location.
  - (a) <u>Scheduled Services</u>. The minimum number of escorts indicated in the chart below shall be provided and made available during the time periods specified. All scheduled escort services are included in the firm fixed-price portion of the contract.

# !INSERT A TABLE SHOWING CENTER/INSTALLATION REQUIREMENTS SIMILAR TO THE FOLLOWING!

(b) <u>Unscheduled Services</u>. The Contractor shall maintain the minimum number of qualified escort personnel in the chart below on call during the time periods indicated

on working days only. These personnel shall be capable of responding to and reporting for escort duty within !INSERT TIME PERIOD! after notification to the Contractor. Payment for such unscheduled services will be based on unit price labor or unit price tasks in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* The unit price bid for this item includes all direct and indirect costs associated with providing one post-hour of guard services, including all costs for transportation, equipment, etc.

# !INSERT A TABLE SHOWING CENTER/INSTALLATION REQUIREMENTS SIMILAR TO THE FOLLOWING!

	Minimum Number
Hours	on Call Escorts
0001 - 0730	0
0730 - 0900	2
0900 - 1300	1
1300 - 1630	2
1630 - 0001	0

- (2) <u>Special Events</u>. Special events are situations where additional accepted guard force personnel will be required on a one-time basis. Payment for such events will be included in the indefinite quantity portion of the contract in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work* and the following paragraphs. Known special events include the following:
  - (a) Annual Open House. Approximately !INSERT NUMBER! security personnel shall be provided at various times during the hours !INSERT TIME! AM to !INSERT TIME! PM on the day of the Annual Open House, typically held during the !INSERT NUMBER-i.e., first! week of !INSERT MONTH-i.e., October! each year. The specific number of security personnel to be provided, the number of required hours per guard, and other pertinent post information will be provided in the indefinite quantity delivery order, which will be provided to the Contractor at least !INSERT NUMBER! calendar days prior to the Annual Open House. These security personnel shall be stationed in accordance with the delivery order to provide additional traffic and crowd control beyond that normally required.
  - (b) !INSERT ADDITIONAL SPECIAL EVENTS, AS REQUIRED!

- r. <u>Badging</u>. The Contractor as part of the firm, fixed-price work shall provide Badging Services at !INSERT NAME OF CENTER OR INSTALLATION! in accordance with NPD 1620.2, *NASA Badging System*, Security Police Standard Operating Procedures and the following paragraphs. Based on past history, the expected level of effort for badging services is !INSERT! labor-hours per year. See Attachment J-C8-30 for historical information on the badging services. Badging Services include the following:
  - (a) Issuance of daily, temporary and permanent personnel and vehicle passes and badges
  - (b) Receipt, documentation and security of prohibited personal property as well as lost and found articles for appropriate disposition.
  - (c) Receipt, security, issuance and accountability for all keys issued to the Contractor or placed under the Contractor's control. See paragraph C.30.p.(2), *Key and Combination Control*.
  - (d) !ETC.!
    - (1) <u>Badge Issuance</u>. The Contractor shall comply with the SOP regarding issuance of passes and badges to Government employees, visitors, Contractors, vendors, and others. The Contractor shall courteously and promptly process visitors, issue appropriate identification badges to authorized visitors, and record required information. Contractor employees shall provide clear directions to visitors upon request. Visitors shall either be denied access or issued an identification badge within !INSERT! minutes after their arrival. Vehicle passes shall either be denied or issued within !INSERT! minutes after the application is presented.
    - (2) <u>Lost and Found</u>. The Contractor shall maintain a list of lost items, accept found items, and secure them until they can be transferred to authorized personnel or to the Security Officer for disposition. The Contractor shall be fully responsible for items in the Contractor's possession.
- s. <u>Traffic Control</u>. The Contractor as part of the firm fixed-price shall provide Traffic Control at !INSERT NAME OF CENTER 0R INSTALLATION! in accordance with Security Police Standard Operating Procedures and the following paragraphs. Traffic Control includes the following:
  - (a) Deterrence and reporting of violations of !INSERT CENTER OR INSTALLATION! regulations and enforcing traffic and parking regulations, as required.
  - (b) The direction of traffic to ensure proper and efficient traffic flow and ingress and egress.
  - (c) ...!ETC.!
  - (1) <u>General</u>. The Contractor shall direct traffic, control lights, and issue moving violations and parking tickets as described in the SOP. Tactful and courteous warnings or citations shall be made using !INSERT FORM NAME(S) AND NUMBER(S)! to individuals who violate

- moving traffic and parking regulations. Abandoned vehicles shall be reported promptly in accordance with the SOP. Vehicles parked in prohibited zones (e.g., fire lanes, and other such areas) which require removal by towing, shall also be reported per the SOP.
- (2) <u>Manned Intersections</u>. The intersections listed below shall be manned for traffic control at the stated times during regular working days:

# !INSERT A TABLE SHOWING CENTER/INSTALLATION REQUIREMENTS SIMILAR TO THE FOLLOWING!

Intersection Times

3rd Street and Hill Ave. 0630 - 0815 and 1515 - 1715 Adams and Jefferson Streets 0630 - 0815 and 1515 - 1715

- (3) <u>Traffic Accidents</u>. The Contractor shall take immediate police action in the event of traffic accidents, including tending to accident victims, notifying other officials such as medical personnel and tow vehicles, redirecting traffic, placing warning flares, and taking other safety protective actions identified in the SOP.
- (4) <u>Accident Investigations.</u> The Contractor shall provide Accident Investigation Services at !INSERT NAME OF CENTER OR INSTALLATION! in accordance with Security Police Standard Operating Procedures. Accident Investigation Services shall be provided on an Indefinite Quantity basis in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* These services shall include providing proper documentation and reports of all incidents and investigations.
- t. <u>Criminal Investigations</u>. The Contractor shall provide Criminal Investigation Services at the !INSERT NAME OF CENTER OR INSTALLATION! in accordance with Security Police Standard Operating Procedures and this subsection. Criminal Investigation Services shall be provided on an Indefinite Quantity basis in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* These services include the conducting of routine investigations and surveillance of actual or suspected criminal activity at the !INSERT CENTER OR INSTALLATION! in coordination with the Office of the Inspector General (OIG), the Security Police Standard Operating Procedure, and as directed by the Contracting Officer in accordance with approved IDIQ documentation. Responsibilities may include:
  - (1) Collecting, evaluating, analyzing, and managing criminal and security related information involving !INSERT CENTER OR INSTALLATION! activities.
  - (2) Ascertaining criminal and civil code violations and jurisdictional responsibility, and coordinating investigations with cognizant agencies, to include !INSERT CENTER OR INSTALLATION! Chief Counsel's Office.

- (3) Coordinating investigative matters involving !INSERT CENTER OR INSTALLATION! contractors or Resident Agencies through the appropriate contractor/resident agency investigative elements.
- (4) Assisting the OIG in performance of surveillance or investigative activities upon request.
- (5) Protecting, storing, controlling, and disposing of evidence in accordance with the Security Police Standard Operating Procedures.
- (6) Using, controlling, and maintaining assigned surveillance equipment in accordance with the Security Police Standard Operating Procedures.
- (7) Testifying in court or other appropriate forums regarding criminal or civil matters, when required.
- (8) Providing proper documentation and reports of all incidents and investigations.

END OF SECTION C.30

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#### SECTION J: LIST OF ATTACHMENTS FOR SUBSECTION C.30

NOTE TO SPECIFICATION WRITER: The numbering system used below is an extension of the system used in Section J, *List of Attachments* (March 1997, NASA GPWS For COSS). The attachments listed below should be combined with or added to the appropriate attachments from the March 1997, NASA GPWS For COSS Attachment J to form a complete document. Examples of attachments to include in the completed document are Attachment J-1, *Department of Labor Wage Determination*, J-C1, *Inventory of Buildings, Structures, Equipment, and/or Systems*, J-C2, *Government Furnished Facilities*, J-C3, *Government Furnished Equipment*, J-C4, *Government Furnished Material*, J-C5, *Contractor Furnished Material*, etc.. The user should add, modify or delete attachments as required to support the contract being prepared and include those Attachments marked "\*", as required.

#### **TABLE OF CONTENTS**

ATTACHMENT	COVERY TO	D. CEMO
NUMBER	<u>TITLE</u>	PAGE NO
J-C6-30	List of Required Records and Reports	128
J-C8-30	Work Load Historical Data	129
J-59-30	Security Service Locations	131
J-E1	Performance Requirements Summary Table for Subsection C.30	132
J-H2*	NASA and Center/Installation Directives and Regulations	
J-H5*	Environmental Protection	

### **ATTACHMENT J-C6-30**

## LIST OF REQUIRED RECORDS AND REPORTS

!*********	******	******	********
sample formats for records	uire the Contractor to partion C30. Include only embering each requirer or reports.	provide for the general those items that the onent will add cost to t	l management of the
1. Records (Contractor Res	sponsibility).		
SPECIFICATION REFERENCE	REPORT TITLE	WHEN <u>SUBMITTED</u>	SUBMITTED SAMPLE TO ATTACHED
2. Reports (Contractor Re	sponsibility).		
SPECIFICATION REFERENCE	REPORT TITLE	WHEN SUBMITTED	SUBMITTED SAMPLE TO ATTACHED

## **ATTACHMENT J-C8-30**

## WORK LOAD HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Below is an example format for providing work load
historical data. The specification writer should review this example and revise it to match
Center/Installation requirements/data. The specification writer should provide data on more than
one year if available and representative of contract requirements.
*************************

This work load data is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude.

POPULATION DATA	1998	1999
!INSERT CENTER/INSTALLATION NAME!		
Civil Service Population		
Resident Contractor Population		
Other		
TOTAL POPULATION		
WORKLOAD DATA (Number of Services performed)	1998	1999
PHYSICAL SECURITY SURVEYS		
Construction Reviews		
Perimeter Surveys		
ETC.		
INCOMING CLASSIFIED DOCUMENTS		
PERSONNEL SECURITY SERVICES		
Background Investigations		
Adjudication's		
Security Clearance Orientations/Annual Refresher		
ETC.		
BADGING SERVICES		
Badges Issued (picture, visitor, transportation, etc)		
Non-Badged Visitors (VIPs)		
Incoming Visitor Security Clearance Verifications		
Terminations		
ETC.		
SECURITY SURVEYS		
Crime Prevention Surveys		
Self-Inspection/Assessments		

	1998	1999
DISPATCH/COMMUNICATIONS CENTER		
Alarm Responses (Non-Fire)		
Fire Protection Alarm Responses		
ETC.		
GUARD SERVICES		
Unscheduled Guard Services		
Guards for Crisis Situations		
Unscheduled Courier Service		
ETC.		
UNSCHEDULED COURIER SERVICES		
Within the !INSERT CENTER OF INSTALLATION!		
Within !INSERT NUMBER! Miles of !INSERT		
CENTER OF INSTALLATION!		
ETC.		
INVESTIGATIONS		
(CRIMINAL, PROPERTY, MISCELLANEOUS)		
Law Enforcement		
Traffic Collisions		
Crime Reports		
VIP Visits		
Administrative Traffic Citations		
ETC.		
Total Calls for Service		

#### **ATTACHMENT J-C59-30**

### SECURITY SERVICE LOCATIONS

#### **ATTACHMENT J - E1-30**

### PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The Contract Requirements listed in the attached PRS (Column (2)) are considered the most critical for satisfactory contract performance. The Performance Requirements associated with each Contract Requirement are as shown in the PRS and include:

- A. <u>Work Requirements</u>. A series of subtasks associated with each particular Contract Requirement, that are considered most critical to satisfactory contract performance, are listed in column (3) of the PRS. Note that unsatisfactory performance of work requirements in Column (3) marked with an "\*" will result in an unsatisfactory rating for the entire contract requirement.
- B. Weight. The value of each Work Requirement in column (3) is specified as a percentage in column (4) of the total Contract Requirement in column (2). The percentages are based on judgement, taking into account both the costs incurred by the Contractor in carrying out a particular Work Requirement and the detriment to the Government if the Work Requirement is not satisfied. The Weight compared with the accepted line item unit prices provided in Section E, *Schedule of Deductions*, will be the primary basis for deducting for partially performed, unsatisfactorily performed and non-performed work. The Government may withhold total payment of a contract requirement if the Government determines that the workmanship was unsatisfactory in terms of quality.
- C. <u>Standard of Performance</u>. The Standard of Performance for each Work Requirement is identified in column (5) of the PRS with a reference to the respective paragraph in Section C that specifies in detail the work to be performed.

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		ATTACHMENT J-E1-30				
	PERFOR	MANCE REQUIREMENTS SUI	MMAI	RY		
CONTRACTOR PERFORMANCE REQUIREMENTS REQUIREMENTS						
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT		(5) STANDARD OF PERFORMANCE		
C30A	Operation Procedures Plan	Operation Procedures Plan		Paragraph C.30.e.		
C30B	Vehicles	1. Vehicles	100	Paragraph C.30.g.(2).		
C30C	Management	1. Work Control *	35	Paragraph C.30.h.(1).		
		2. Annual Work Schedule	10	Paragraph C.30.h.(2).		
		3. Monthly Work Schedule	25	Paragraph C.30.h.(3).		
		4. Records and Reports	30	Paragraph C.30.h.(4).		
C30D	Personnel Requirements	Conduct, Suitability and Qualifications *		Paragraph C.30.1.(1)&(2).		
		Firearms Proficiency Training and Qualification	20	Paragraph C.30.1.(3).		
		Firearms Licensing and Permits		Paragraph C.30.l.(4).		
		Security Clearance Requirements	10	Paragraph C.30.l.(5).		
		Uniforms	35	Paragraph C.30.l.(6).		
C30E	Communications	1. Communications	100	Paragraph C.30.m.		
C30F Guard Services		1. Courier Service *	75	Paragraph C.30.n.(3)		
		2. Complaint Response	25	Paragraph C.30.n.(4)		
C30G Roving Patrol		1. Unsafe or Unlawful Activities	30	Paragraph C.30.o.(2)		
		2. Personnel *	20	Paragraph C.30.o.(1)		
		3. Frequency	20	Paragraph C.30.o.(1)		
		4. Perimeter, Fuel Area, & Building Security and colors	30	Paragraph C.30.o.(2)		
C30H	Access Control	1. Entry onto Property *	65	Paragraph C.30.p.(1)		
		2. Key and Combination 15 Paragra Control		Paragraph C.30.p.(2)		
		3. Intrusion Alarms	20	Paragraph C.30.p.(3)		
C30I	Visitor Control	1. Escort Services	100	Paragraph C.30.q.(1)		
C30J	Badging	1. Processing Procedures	40	Paragraph C.30.r.		
		2. Processing Time*	60	Paragraph C.30.r.(1)		
C3K	Traffic Control	1. Locations Manned*	50	Paragraph C.30.s.		
		2. Control Effectiveness	25	Paragraph C.30.s.		
		3. Accident Response	25	Paragraph C.30.s.		

<sup>\*</sup> Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement. END OF SECTION J

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### **QUALITY ASSURANCE PLAN # 30 - SECURITY SERVICES**

#### Surveillance Guide #1 - FIXED PRICE SECURITY SERVICES

(Excluding IDIQ work and Management requirements)

1. Contract Requirement. Security Services.

**NOTE -** This QA Plan encompasses all the fixed price security services. If the Center/ Installation wishes to have a more in-depth evaluation of any or all of the work requirements below, it may be obtained by simply sampling a larger percentage of the population for that work element. A separate QA plan for each of these work requirements is not necessary. Any IDIQ work identified in the specification must be evaluated individually as part of job acceptance.

Note also that a number of security requirements are of a one time or management nature and should be included in QA Plan #1, *Management*. These include:

Provision of vehicles Work Control

Records and reports Personnel Requirements

Annual and Monthly work schedule

Work Requirements	Standards of Performance

a. Operations Procedures Plan Contents of the Operation Procedures Plan is in

accordance with C.30.e.

Updates to the Plan are provided quarterly.

b. Communications Each independent security location has a

multi-channel radio transceiver IAW C.30.m.

c. Guard Services Courier service is provided on schedule IAW

C.30.n.(3).

Complaint response is timely and preserves personal security, safety and law enforcement

IAW C.30.n.(4).

d. Roving Patrol Services Provide required personnel per patrol IAW

C.30.o.(1).

Identify and promptly correct unsafe or unlawful

activities IAW C.30.o.(2).

Frequency of patrol is IAW C.30.o.

Building security checks are made IAW C.30.o.

e.	Provide Access Control.	Control entry at required posts IAW schedule and C.30.p
		Meet post manning requirements IAW C.30.p.
		Follow operations procedures IAW SOP, Operations Procedures Plan (C.30.e.) and C.30.p.
		Maintain key control IAW C.30.p.(2).
		Monitor and respond to intrusion alarms IAW C.30.p.(3).
f.	Visitor Control	Escort services meet security policies IAW C.30.q.
g.	Badging	Processing procedures are IAW SOP, Operation Procedures Plan (C.30.e.), NPD 1620.2 and C.30.r.
		Entry requests are processed within <insert> minutes IAW C.30.r.</insert>
h.	Traffic Control	Locations are manned IAW C.30.s.(2) and SOP.
		Accidents are responded to IAW SOP procedures and C.30.s.

- 2. <u>Primary Method of Surveillance</u>. Planned sampling supported by unscheduled inspections and validated customer feedback (if appropriate) is suggested for all work requirements.
- 3. Maximum Allowable Defect Rate /Number (MADR/MADN). In planned sampling, there is no statistical validity to the sample chosen. Therefore, the Observed Defect Rate (ODR) should not be compared to the MADR to gauge satisfactory or unsatisfactory performance. Instead, the MADR should be stated as a number (MADN) of defects beyond which performance is considered unsatisfactory. Use of a MADN, instead of a MADR, results in a number of defects instead of a percentage. One MADN (or MADR) is suggested for each work requirement.

Work Requirement		MADN (Example only)
a.	Operations Procedures Plan	1
b.	Communications	2
c.	Guard Services	3
d.	Roving Patrol Services	3

e. Access Control
f. Visitor Control.
g. Badging
h. Traffic Control
2

4. Quantity of Work. The quantity of work will vary for each of the work requirements:

a. Operations Procedures Plan Plan or update provided quarterly.

b. Communications Number of shifts with independent security locations.

c. Guard Services Number of courier services and complaints.

d. Roving Patrol Services

Number of required patrols in the month.

e. Access Control Number of post shifts in the month.

f. Visitor Control. Number of escort services in the month.

g. Badging Number of shift operations in the month.

h. Traffic Control Number of traffic location shifts in the month.

- 5. <u>Level of Surveillance</u>. A normal level of surveillance is suggested initially for all work requirements. Go to increased surveillance if the observed number of defects exceeds their MADN during any given month. Go to reduced surveillance if the number of defects is less than the MADN for two consecutive months.
- 6. <u>Sample Size</u>. The following sample sizes are established for each level of surveillance.

Reduced - 5% of the population. Normal - 10% of the population. Increased - 20% of the population.

- 7. <u>Sampling Procedures</u>. Samples should be chosen on a weekly basis to prepare a simple work schedule for the Quality Assurance Evaluator (QAE) for the coming week. Allow for other administrative time such as meetings, writing reports, etc.
  - a. <u>Operations Procedures Plan</u>. Consult with the Contracting Officer to be assured the Plan was submitted on time and is acceptable.
  - b. <u>Communications</u>. Select from the Monthly Work Schedule (C.30.h.(3)) or other source the required weekly sample size of communication equipment to evaluate. This sample should

be from the known total number of independent security locations where base station or shift supervisor contact is required during the month.

- c. <u>Guard Services</u>. Choose the required planned sample based on the known courier service locations and times for the coming week. Allow additional selection of completed security complaints for review.
- d. Roving Patrols. Select the required weekly sample size of patrols to evaluate from the known monthly total (Monthly Work Schedule C30.h.(3)). For example, if on a weekly basis, it is desired to evaluate 10 patrols, allow for 2 each day. If the duration of a patrol is 4 hours, there will be 6 to choose from in a given 24-hour day (24 hours / 4 hours/shift = 6 shifts). Of the two shifts selected, randomly choose 2 different patrols from the required patrol list and choose 2 arbitrary times based on the required frequency. Vary the type of patrol selected so that all types are reviewed monthly.
- e. Access Control. Select the required weekly sample size of post shifts for the coming week to evaluate from the known monthly total (Monthly Work Schedule C30.h.(3)). For example, if during a seven-day week there are 5 posts manned in 3 shifts, that equals 105 post shifts in the week (5 posts) x (3 shifts/day) x (7 days/wk). If it is desired to evaluate 6 of the shifts during the week, randomly select 6 of the 105 shifts. Vary the post selected and stagger the shift times to ensure wide coverage of both posts and shift times evaluated.
- f. <u>Visitor Control</u>. Because of the uncertainty of escort service needs, the evaluation of escort services should be conducted as part of the security/badging office evaluation below.
- g. <u>Badging</u>. Using the same methodology used in paragraph 7.e. above, select the required sample size of shifts for the week from the total population of shifts in the month. If more than the security office provides badging services, be sure to evaluate all issuing offices about equally.
- h. <u>Traffic Control</u>. Using the same methodology used in paragraph 7.d. above, select the required sample size of shifts for the week from the total population of shifts in the month Stagger the selected traffic control locations and times so that all locations and times are reviewed over a period of time.
- 8. Evaluation Procedures. Each of the required services has its own unique quality, timeliness and procedural requirements. For this reason, a separate evaluation worksheet is suggested and provided with this plan. NOTE The QAE and COTR should discuss the amount of QA performed on any one-work requirement. Although the guide recommends an evaluation of 10% of each work requirement population, the Center has the option of performing more or less QA on any requirement.
- 9. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form.

- a. If the number of defects for a work requirement is equal to or less than the MADR, the Contractor's overall performance is satisfactory.
- b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
- c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory. The COTR should meet with the Contractor to discuss the remedial actions being taken for improvement. If performance does not improve, the COTR should recommend to the Contracting Officer that a Contract Deficiency Report (CDR) be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for *each* work requirement.

QAE PERFORMANCE REQUIREMENTS SUMMARY FOR SECURITY SERVICES						
CONTRACTOR REQUIREMENTS		PERFORMANCE REQUIREMENTS				
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	REFERENCE PARAGRAPH	
C30A	Operation Procedures Plan	Operation     Procedures Plan	100	Draft Plan provided on schedule days before contract start. Quarterly updates provided. All required work procedures are covered in the plan.	Paragraph C.30.e.	
C30B	Vehicles NOTE: This requirement should be included in QA Plan #1, Management.	1. Vehicles	100	All vehicles are identically painted, clearly marked, have red and/or blue flashing lights, fixed with a searchlight, and a siren. Any broken-down vehicle is replaced within hours.	Paragraph C.30.g.(2).	
C30C	Management NOTE: These requirements should be included in QA Plan	1. Work Control *	35	All necessary scheduling and personnel and equipment control procedures to ensure timely accomplishment of all security services requirements are implemented.	Paragraph C.30.h.(1).	
	#1, Management.	2. Annual Work Schedule	10	Submit schedule to Contracting Officer within 15 calendar days after award and before each year's anniversary date. Schedule shall indicate the day or days of the week that weekly or more frequent services are scheduled, the week of the month that items of less than weekly frequency are scheduled, the service and location to receive services.	Paragraph C.30.h.(2).	
		3. Monthly Work Schedule	25	Submit monthly work schedule to the Contracting Officer five workdays prior to the first of the month being scheduled. Schedule shall indicate times and number of personnel manning each post. Schedule includes escort services, courier services, and fire/evacuation drills. Changes submitted to the Contracting Officer at least hours prior to start of change.	Paragraph C.30.h.(3).	

C30C (Cont'd)	Management (Cont'd)	4. Records and Reports	30	Maintain an electronic database of all records and reports. Prepare records and reports as set forth in Attachment J-C6-30. Maintain a copy of all records and reports on-site and available for inspection by the Government at all times. Contractor employees may be required to make written and oral statements to the Federal Bureau of Investigation, other Federal agencies and to local police jurisdictions. Any written statements provided are considered a report.	Paragraph C.30.h.(4).
C30D	Personnel Requirements NOTE: These requirements should be included in QA Plan #1, Management.	1. Conduct, Suitability and Qualifications * 2. Firearms Proficiency Training and Qualification	20	Employees meet conduct and suitability requirements.  No member of the security force shall bear a firearm or be assigned to an armed post until a written certification of qualification has been provided to the Contracting Officer and the guard has successfully completed training in the use of deadly force.	Paragraph C.30.1.(1)&(2).  Paragraph C.30.1.(3).
		3. Firearms Licensing and Permits	15	Each member of the security force required to carry a firearm must comply with all current State and local firearms suitability, licensing, and permit requirements, including firearm permit where required and must be bonded.	Paragraph C.30.1.(4).
		4. Security Clearance Requirements	10	All personnel assigned to security functions must have passed a National Agency Check and those assigned to post requiring security clearance have the proper clearance.	Paragraph C.30.1.(5).
		5. Uniforms	35	While on duty, all security personnel shall wear a complete uniform or other appropriate, authorized attire so that a favorable public image is presented.	Paragraph C.30.1.(6).

C30E	Communications	1 Communications	100	Each applayed an acquity duty must be a seed to	Danaamanh
COUE	Communications	1. Communications	100	Each employee on security duty must have multi- channel radio transceiver communications	Paragraph C.30.m.
					C.30.m.
				equipment in order to be contacted by the	
				Contractor's base station and/or shift supervisors	
COOF	C 10 :	1.0 . 0 .	7.5	within !INSERT TIME! minutes when required.	D 1
C30F	Guard Services	1. Courier Service	75	Services provided IAW Schedule.	Paragraph
		2.0.1:	25		C.30.n.(3)
		2. Complaint	25	Complaint resolved to preserve personal security,	Paragraph
Gang	D 1 D 1	Response	20	safety and law enforcement.	C.30.n.(4)
C30G	Roving Patrol	1. Unsafe or Unlawful	30	Identify and properly correct unsafe or unlawful	Paragraph
		Activities	20	activities	C.30.o.
		2. Personnel	20	Provide required number of personnel	Paragraph
		3. Frequency	20	Meet required frequency of patrol	C.30.o.(1)
		4. Perimeter, Fuel	30	Perimeter, fuel area, and building security checks	Paragraph
		Area, & Building		made.	C.30.o.(2)
		Security			
C30H	Access Control	1. Entry Control *	65	Man posts IAW schedule and manning	Paragraph
				requirements and Ops Procedures.	C.30.p.(1)
		2. Key and	15	Maintain Key control IAW SOP.	Paragraph
		Combination Control			C.30.p.(2)
		3. Intrusion Alarms	20	Monitor and respond to intrusion alarms IAW	Paragraph
				Table	C.30.p.(3)
C30I	Visitor Control	1. Escort Services	100	Escort services meet security Police SOP.	Paragraph
					C.30.q.(1)
C30J	Badging	1. Processing	40	Processing procedures are IAW Center SOP &	Paragraph
		Procedures		NPD1620.2	C.30.r.
		2. Processing Time*	60	Process entry requests withinmin.	Paragraph
					C.30.r.(1)
C30K	Traffic Control	1. Locations Manned*	50	Locations manned IAW Table & SOP.	` '
					Paragraph
		2. Control	25	Traffic and parking regulations enforced and	C.30.s.
		Effectiveness		violations reported	
		3. Accident Response	25	Accident response IAW SOP.	7
		1		1	

<sup>\* -</sup> Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

# GUARD SERVICES EVALUATION WORKSHEET

Month	
IVIOIILII	

	Courier S	ervice			Con	nplaint Res	ponse	
Date:	Courier Location	Time S/U	Service IAW Schedule S/U	Date:	Complaint ID #	Response S/U	Complaint Resolved S/U	Overall S/U
TOTAL U	JNSAT			TO	TAL UNSAT			
MADN				MADN				
Comment	s:							

## COMMUNICATIONS AND SECURITY PATROL EVALUATION WORKSHEET

Date	Patrol Type	Time of Patrol	Communications	ID & Correct Problems	Required No. on Patrol	Frequency of Patrol	Security Checks	Overall
			S/U	S/U	S/U	S/U	S/U	S/U
	TOT	CAL UNSAT						
		MADN						

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## ACCESS CONTROL EVALUATION WORKSHEET

Month	
MIOHH	

Date	Post Location	Shift Evaluated	Manning/Ops Procedures S/U	Key & Combination Control S/U	Alarm Monitor & Response S/U	Overall Rating S/U
TOTAL	UNSAT					
		MADN				
Comme	nts:					

# BADGING & VISITOR CONTROL EVALUATION WORKSHEET

Month				
-------	--	--	--	--

Date:	Office Evaluated	Shift	Visitor Escort Services S/U	Processing Procedures S/U	Process Time S/U	Overall Rating S/U
TOTAL UNSA	<u> </u> T					
	-	MADN				
Comments:				<u> </u>	<u> </u>	<u> </u>

# TRAFFIC CONTROL EVALUATION WORKSHEET

Month	

Date	Location	Shift	Manning S/U	Control Effectiveness S/U	Accident Response S/U	Overall Rating S/U
TOTAL UNS	SAT					
		MADN				
Comments:						

### SAMPLE PAYMENT ANALYSIS FORM - SECURITY SERVICES

Month					

		Work Requirements									
Calculations	Operations Procedures Plan *	Commun -ications	Guard Services	Roving Patrol	Access Control	Visitor Control	Badging	Traffic Control	Total		
Price per Month (From Schedule of Deduction.)	\$400	\$9,312	\$6,000	\$64,512	\$59,136	\$3,696	\$23,040	\$11,520	\$177,616		
Population	1	1164	200	336	308	33	160	320			
Price per Service	\$400	\$8	\$30	\$192	\$192	\$112	\$144	\$36			
No. Unsatisfactory	0	1	2	1	3	1	1	0			
\$ Value of Unsats	0	\$8	\$60	\$192	\$576	\$112	\$144	0	\$1,092		
Liquidated Damages(10%)	0	\$1	\$6	\$19	\$58	\$11	\$14	0	\$109		
Total Deduction	0	\$9	\$66	\$211	\$634	\$123	\$158	0	\$1,201		
Invoice Payment	\$400	\$9,303	\$5,934	\$64,301	\$58,502	\$3,573	\$22,882	\$11,520	\$176,415		

<sup>\* -</sup> Quarterly

### GUIDE PERFORMANCE WORK STATEMENT

FOR

SUBSECTION 31 - LOGISTICS/SUPPLY AND EQUIPMENT MANAGEMENT SERVICES

NASA GPWS FOR COSS ADDENDUM

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# SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS FOR SUBSECTION 31, LOGISTICS/SUPPLY AND EQUIPMENT MANAGEMENT SERVICES

NOTE TO SPECIFICATION WRITER: The User's Guide for this addendum paragraph III.B discusses a number of issues relative to Section B which the user may want to review prior to tailoring this section. The user must contact the appropriate Center/Installation procurement personnel to identify additional clauses, if any, that may be required in Section B. In the following example, contract line item 101 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of sub-line items (See March 1997, NASA GPWS For COSS Attachment B for and example), each of which would be broken down by a Schedule of Deductions, or to eliminate the Schedule of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work with detailed contract line items similar to those in a Schedule of Deductions. **BID SCHEDULE 1: BASE PERIOD 1** ITEM DESCRIPTION OF SERVICES/SUPPLIES ANNUAL UNIT UNIT TOTAL NO. **OUANTITY** PRICE PRICE 100 PHASE-IN PERIOD (PIP) **Estimated Cost** 1 LOT Fixed Fee 1 LOT **Total Estimated Cost and Fee for Contract** Line Item 100 PIP LOT \$ \$ 101 FIRM FIXED-PRICE (FFP) WORK: Price for the **BASE PERIOD** for all work specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portions of the contract. (Must equal total Schedule of Deductions – Base Period) **Total Price for Contract Line Item 101** FFP LOT \$ \$

# 103 INDEFINITE QUANTITY WORK – UNIT PRICED TASKS:

Bid price for the <u>BASE PERIOD</u> to perform the Unit Priced Tasks of Indefinite Quantity Work. The quantities listed are a realistic estimate provided solely for bid evaluation and for establishing penal sums of bonds (if required).

NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items below are provided for <u>illustration only</u>, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraph III.B.3. of the User's Guide for additional information.

ITEM NO.	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL QUANTITY		UNIT PRICE	TOTAL PRICE
<u>.</u>	SCHEDULE OF INDEFINITE QUANTITY W	<u>'ORK</u>			
102-33-9	NEMS Testing	!NUMBER!	EA	\$	_\$
102-33-10	NEMS and Property Custodian Training	!NUMBER!	EA	\$	_\$
102-33-11	Tow Truck (Wrecker) Service	!NUMBER!	MILE	\$	_\$
102-33-12	NPDMS Testing, Processing, Configuration Changes & Improvements	!NUMBER!	EA	\$	\$
102-33-13	Sale of Excess Property	!NUMBER!	EA	\$	\$
102-33-14	!ADD ADDITIONAL ITEMS AS NEEDED!	!NUMBER!	??	\$	\$
	<b>Total Price for Indefinite Quantity Work</b> – (Contract Line Item 102)	Unit Priced Tas	sk		\$

#### 103 INDEFINITE QUANTITY WORK - UNIT PRICED LABOR

Bid price for the <u>BASE PERIOD</u> to perform the Unit Priced Labor for indefinite quantity maintenance and repair work that cannot be identified in sufficient detail to be included in Contract Line Item 102. The quantities listed are a realistic estimate provided solely for the purpose of bid evaluation and for establishing penal sums of bonds (if required). The price for this bid item is the total of the sub-line items listed in the Schedule of Indefinite Quantity Work - Unit Priced Labor below (See COSS Section C Paragraph C13.a.(2)).

NOTE TO SPECIFICATION WRITER: The indefinite quantity labor line items below are provided for illustration only, and should not be considered a complete list. Add or delete items as required

when tailoring the technical specifications. See paragraph II.C.2.b. of the COSS User's Guide for additional information.

ITEM	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL	UNIT	UNIT	TOTAL
NO.		QUANTITY		PRICE	PRICE
	Administrative Specialist	!NUMBER!	HR	\$	\$
	Auto Services Manager	!NUMBER!	HR	\$	\$
	Bus Driver	!NUMBER!	HR	\$	\$
	Cataloger	!NUMBER!	HR	\$	\$
	Data Entry Clerk	!NUMBER!	HR	\$	\$
	Delivery Drivers	!NUMBER!	HR	\$	\$
	Dispatcher, Motor Vehicle	!NUMBER!	HR	\$	\$
	Distribution Manager	!NUMBER!	HR	\$	\$
	Driver Messenger	!NUMBER!	HR	\$	\$
	Equipment Management Supervisor	!NUMBER!	HR	\$	\$
	Equipment Management Specialist	!NUMBER!	HR	\$	\$
	Forklift Operator	!NUMBER!	HR	\$	\$
	Fuel Distribution System Operator	!NUMBER!	HR	\$	\$
	Heavy Equipment Operator	!NUMBER!	HR	\$	\$
	Inventory Management Supervisor	!NUMBER!	HR	\$	\$
	Inventory & Stock, Lead	!NUMBER!	HR	\$	\$
	Inventory & Stock Clerk	!NUMBER!	HR	\$	\$
	Journeyman Mechanic, Lead	!NUMBER!	HR	\$	\$
	Journeyman Mechanic	!NUMBER!	HR	\$	\$
	Logistics Services Manager	!NUMBER!	HR	\$	\$
	Mail Room Supervisor	!NUMBER!	HR	\$	\$
	Material Coordinator	!NUMBER!	HR	\$	\$
	Material Expediter	!NUMBER!	HR	\$	_\$
	Material Handling Laborer	!NUMBER!	HR	\$	\$
	Material Specialist	!NUMBER!	HR	\$	\$
	Motor Vehicle Mechanic	!NUMBER!	HR	\$	\$
	Motor Vehicle Mechanic Helper	!NUMBER!	HR	\$	\$
	Motor Vehicle Wrecker operator	!NUMBER!	HR	\$	\$
	NEMS Coordinator	!NUMBER!	HR	\$	_\$
	Receiving Clerk	!NUMBER!	HR	\$	\$
	Scheduler, Maintenance	!NUMBER!	HR	\$	_\$
	Senior Buyer	!NUMBER!	HR	\$	\$
	Shipping Packer	!NUMBER!	HR	\$	\$
	Shipping & Receiving, Lead	!NUMBER!	HR	\$	_\$
	Shipping/Receiving Clerk	!NUMBER!	HR	\$	\$
	Shuttle Bus Driver	!NUMBER!	HR	\$	\$
	Stock Clerk (Shelf Stocker; Store Worker II)	!NUMBER!	HR	\$	\$
	Store Worker I	!NUMBER!	HR	\$	_\$
	Taxi Driver	!NUMBER!	HR	\$	_\$
	Tire Repairer	!NUMBER!	HR	\$	_\$
	Tools and Parts Attendant	!NUMBER!	HR	\$	\$

				_
Transmission Repair Specialist	!NUMBER!	HR	\$ <u></u>	\$
Truck driver, Heavy Truck	!NUMBER!	HR	\$	\$
Truck driver, Light Truck	!NUMBER!	HR	\$	\$
Truck driver, Medium Truck	!NUMBER!	HR	\$	\$
Truck driver, Tractor-Trailer	!NUMBER!	HR	\$	\$
Warehouse Specialist	!NUMBER!	HR	\$	\$
!ADD ADDITIONAL LABOR	!NUMBER!	HR	\$	\$
CATEGORIES AS NEEDED!				
<b>Total Price for Indefinite Quantity Work – Unit Priced Labor</b> (Contract Line Item 103)				
TOTAL PRICE FOR BASE CONTRACT PERIOD (Contact Line Items 101, 102, and 103)				\$

END OF SECTION B

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# C.31 LOGISTICS/SUPPLY AND EQUIPMENT MANAGEMENT SERVICES

#### **DEFINITIONS**

- <u>Accountability</u>. The obligation imposed upon any person authorized to have public property in custody or possession, or to produce the property in custody or possession, or to produce the property, or evidence of its authorized disposition when directed by proper authority or upon proper occasion. A final conclusion on any question of accountability generally depends upon the facts involved in that particular case.
- <u>Bench Stock</u>. A stock of low cost, repetitively used, consumption type supplies and repair parts, established at or near points of consumption or use to ensure continuous and uninterrupted operations. Bench stocks are generally restricted to maintenance, repair and fabrication type activities.
- <u>Bill of Lading</u>. A document listing material being shipped which is used for receipt acknowledgement by the carrier and a contract for final delivery to the consignee.
- <u>Commercial Drivers License (CDL)</u>. A state issued drivers license that allows the driver to operate particular classes of commercial vehicles.
- <u>Dispatch Hour</u>. The time starting when a vehicle is dispatched to the driver for a run until the time the vehicle returns and the driver checks in with the dispatcher.
- <u>Federal Standard Requisitioning and Issue Procedure</u> (FEDSTRIP) . Federal procedures that provide for automated supply processing through the General Services Administration (GSA).
- <u>Federal Supply Classification</u>. A system developed in the Federal Cataloging System for use in classifying items of supply. The structure of the FSC consists of groups subdivided into classes within each group. Each class covers a relatively homogeneous area of commodities with respect to physical or performance characteristics, or the items included are usually requisitioned or issued simultaneously.
- <u>Inventory</u>. All material being held by a Center as stores stock, program stock, standby stock, except for that material actually in process of use or consumption.
- <u>Inventory Adjustment</u>. A transaction processed to adjust materials inventory record and any imbalances between such records and quantities in stock.

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- <u>Just In Time (JIT)</u>. A method of supply support that provides frequent and timely delivery of commonly used materials as they are needed. This is in contract to the more typical government practice of purchasing items in bulk, storing them in inventory and issuing them on demand.
- <u>Journeyman</u>. An experienced reliable person who has served a required apprenticeship or equivalent training period (four years or more) in a designated field, craft, or trade that can be documented by certificate or diploma from a reputable organization, school or trade school program.
- <u>Material</u>. An item that is utilized to produce an end product, or incorporated into, or attached to an end item.
- NASA Equipment Management System (NEMS). An agency-wide automated system that has been designed to standardize, simplify and reduce the cost of managing and controlling NASA's equipment.
- NASA Property Disposal Management System (NPDMS). A system developed and prescribed to manage NASA excess property for use throughout the Agency.
- <u>Personal Property</u>. Property of any kind, including equipment, materials and supplies, but excluding real property.
- <u>Physical Inventory</u>. The process of physically sighting and counting quantities of materials held in inventory by an installation, reconciling the count with the recorded balance, and processing the necessary documents to adjust the inventory records and the financial accounts.
- <u>Program Stock.</u> Material acquired by direct purchase or issue from Stores Stock for a specific program or project.
- <u>Receiving</u>. The receipt of inbound supplies including planning, handling and document processing incident thereto.
- <u>Redistribution</u>. Reassignment of excess property including transfer of accountability within an installation or contractor; or from one NASA installation or contractor.
- Standby Stock. Material held to support emergencies.
- <u>Stores Stock</u>. Material being held in inventory by the Center which is repetitively procured, stored and issued on the basis of recurring demand.

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- a. General Requirements. The intent of this solicitation is to obtain Logistics/supply and Equipment Management Services at !INSERT CENTER OR INSTALLATION NAME! by means of a combination firm fixed-price and indefinite quantity contract. The Contractor shall provide (1) transportation services, (2) vehicle management and maintenance, (3) delivery (including mail) and hauling services, (4) supply and warehouse management including personal property management, (5) property disposal services and (6) equipment management, all in accordance with the requirements specified herein.
  - (1) <u>Standards</u>. All work shall meet the standards specified herein and shall be accomplished in conformance with approved and accepted standards of the industry; equipment manufacturers; all applicable !INSERT NAME OF CENTER OR INSTALLATION!, local, state, and Federal standards; and all applicable facilities and safety codes. During and at completion of work, debris shall not be allowed to spread unnecessarily into adjacent areas or accumulate in the work area itself. All such debris, excess material, and parts shall be cleaned up and removed at the completion of the job and/or at the end of each day work is in progress.

!\*

NOTE TO THE SPECIFICATION WRITER: If this Subsection is a stand-alone contract then the Cooperation With Other Contractors should be addressed in the following paragraph. Otherwise, the writer should reference Paragraph C.7.h, *Interface With Government Forces and Other Contractors*, modified as required.

(2) <u>Cooperation With Other Contractors</u>. Attention is invited to the fact that other contractors and/or Government forces !MAY BE or ARE! engaged in similar and supporting work, requiring close cooperation. The Contractor for this contract shall cooperate with Government forces and all other contractors and avoid conflicts with other's performance and work schedules. Under no circumstances shall additional work be performed at the request of Government forces or another contractor without approval of the Contracting Officer. In the event of conflicts with other Government forces or contractors that cannot be satisfactorily resolved, the matter shall be referred to the Contracting Officer for decision. Such decisions shall be final, subject to right of appeal in accordance with the ["DISPUTES" clause, Section I.]

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- (3) <u>Technical Reference Library (TRL)</u>. A TRL will be set up in Building !INSERT BUILDING NUMBER! by the Government, whereby interested offerors may come and review material related to this contract. TRL data shall include, but not be limited to, applicable Government publications and regulations, Operations Procedures, plans and drawings, Government and manufacturers' equipment manuals and lists, and historical data. The Contractor shall continuously maintain and update TRL data throughout the entire contract period and turn it over to the Contracting Officer prior to the completion or termination of the contract.
- (4) References and Technical Documents. Publications, NASA and !INSERT NAME OF CENTER OR INSTALLATION! directives and regulations, reference manuals, and other pertinent documents referenced in this specification are indicated in Attachment J-H1 for use in conjunction with historical workload data in planning fixed-price and indefinite quantity work described in this Performance Work Statement (PWS). Additional information is included in the Technical Reference Library (TRL) and identifies locations of mail, material, equipment, pick-up and delivery points, off-site hauling destinations, buildings and boundary limitations, etc. See paragraph C.31.a.(3), *Technical Reference Library (TRL)*, above.
- (5) Environmental Health And Safety Management. The Contractor shall establish and maintain internal environmental compliance controls encompassing both management and functional responsibilities for its own operations at !INSERT NAME OF CENTER OR INSTALLATION!. The work performed under this contract shall include, but is not limited to, providing timely responses and appropriate corrective or remedial actions, as required, to address environmental health and safety requirements. The Contractor shall designate responsibility for prevention, control, and abatement of environmental pollution to appropriate individuals. All work performed under this contract shall be done by conforming to applicable environmental health and safety statutes, orders, and regulations. The Contractor shall notify the Contracting Officer prior to operations that will result in the storage of hazardous materials which are not or which have not been stored at !INSERT CENTER/INSTALLATION NAME! or that will cause emission of pollutants or contaminants, generation of hazardous waste, or have an effect on protected natural or cultural resources. The Contractor shall inspect all hazardous materials storage locations including above ground tanks, and fuel dispensing equipment to assure their storage meets regulations. The Contractor shall store all hazardous materials in containers that have secondary containment and shall keep up-to-date Material Safety Data Sheet (MSDS) files and inspection records and maintain the files and records in an orderly fashion.

NOTE TO SPECIFICATION WRITER: The SCOPE OF WORK paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification. The writer may want to include additional data such as an operating radius for transportation services. Depending on the amount, this information could be summarized briefly in paragraph C.31.b, *Scope Of Work*, and/or detailed as an attachment in Section J. If some services are already being performed by contract or by in-house forces, the writer should clarify the scope of work by adding a *Work Excluded* paragraph to this

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Subsection. Be careful to avoid giving bidders the impression that if work is not specifically excluded, it is automatically included.

b. Scope of Work. The Contractor shall furnish all resources, including labor, supervision, tools, equipment, materials, transportation, and management necessary to provide logistics/supply and equipment management services in accordance with NASA Policy Guide (NPG) 4100.1 (series), !INSERT NAME OF CENTER OR INSTALLATION! Standard Operating Procedures and the requirements specified herein. The acquisition and cost of the products managed are not included in this contract. The Contractor shall perform all related functions such as work control and scheduling, customer support, data gathering, data entry, record maintenance, report preparation, and problem follow-up and resolution. The Contractor shall be responsible for development and maintenance of internal operating procedures and systems, keeping current centralized logistics records, monitoring, directing and reporting on the progress of work being accomplished throughout the logistics organization. The Contractor shall perform all material management responsibilities including but not limited to research, processing customer requests, the control of stock levels and follow-up coordination with customers and source of supply representatives. The Contractor shall manage the timely receipt, storage, issue and delivery of all assets. The Contractor shall in the course of performance of this contract, be required to handle some hazardous materials. The handling encompasses inventory management, shipping, receiving, delivering, storing, and issuing in compliance with 49 CFR Parts 172.700-704. A certification is required for each individual that packs hazardous materials. Compliance with Federal, State, and local regulations is required in the performance of hazardous materials operations. Additionally, the Contractor shall receive and maintain accountability of all audible documents, perform required inventories, establish and maintain an effective training program and perform required analyses within prescribed timeframes. These contract requirements shall be performed in accordance with the Performance Requirements Summary (PRS), Attachment J-E1, at the frequencies and/or performance criteria specified within the contract requirement. The facilities, sites and geographical range (for transportation and hauling services) in which these services are to be performed are described in Attachment J-C37-31. The work in this Subsection includes:

NOTE TO SPECIFICATION WRITER: Add to, delete or modify the types of work included in the following paragraphs as appropriate, but be thorough enough to provide the bidders a good sense of the types of responsibilities that the Contractor will be assuming.

(3) Recurring Work. Recurring Work (included in the firm fixed-price portion of the contract) in this subsection includes scheduled services. These services consists of transportation services, vehicle management, vehicle maintenance and scheduling, on-site delivery services, off-site hauling services, metals pick-up, stock and storage operations, replenishment and inventory management, program stock and remote stock support, shipping and receiving, personal property management, furniture pickup and delivery, warehousing, storage including custodial, excess property disposal, excess property sales and !ETC.!. and shall be accomplished in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and requirements of this subsection.

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- (4) <u>Non-recurring Work</u>. Examples of non-recurring work in this subsection are unscheduled services consisting of transportation services, off-site hauling services, certain excess property disposal, certain excess property sales and !ETC.!. This work shall be ordered from the unit price labor and/or tasks listed in Section B, and accomplished in accordance with Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work* and requirements of this subsection.
- c. <u>Exclusions</u>. The following work associated with logistics/supply management services will be performed by others and is excluded from the requirements of this contract:
  - (1) The acquisition and cost of the products managed;
  - (2) !ETC!
- d. <u>Documentation</u>. All work shall be documented in accordance with the requirements of Subsection C.12 for Recurring Work, C.13 for Indefinite Quantity work, and requirements of this subsection. The Contractor shall prepare and maintain an Operations Procedures Plan as required in paragraph C.31.e, *Operations Procedures Plan*. Additionally Attachment J-C6-31A lists the records and reports required of the Contractor as part of this SOW. See also Paragraph C.31.h., *Management*.

NOTE TO SPECIFICATION WRITER: The use of a Contractor-developed Operations Procedures Plan is optional, but encouraged. Use of such a plan is in keeping with the ISO 9000 philosophy and serves a three-fold purpose: First, it requires the Contractor to think and plan ahead the procedures, schedules, coordination, notifications, etc. required of the work that the Contractor will be performing; second, it serves as a mini-contract, so to speak, detailing how the Contractor anticipates that the work will be done and the Government's acceptance of the Contractor's understanding; and third, the Government-approved Plan will be used as a basis against which the Contractor's actual performance will be compared for Quality Assurance purposes. The downside of requiring the Contractor to develop an Operations Procedures Plan is that the Plan can range from simple to elaborate with the latter adding a high cost to the contract cost. For that reason, where no Plan currently exists, it is recommended that the Contractor starts simple by combining existing pertinent standard operating procedures (SOPs), instructions, manuals and schedules into a Plan binder. The Contractor would modify this data as required, keep this Plan up to date, make continual improvements as the work progresses. The Contractor would resubmit the Plan (or, after its initial approval, a letter stating that the existing Plan is current in all respects) on a quarterly basis for re-approval by the Contracting Officer.

e. Operations Procedures Plan. The Contractor as part of the firm fixed-price shall develop an Operations Procedures Plan for the provision of logistics/supply and equipment management services at !INSERT NAME OF CENTER OR INSTALLATION!. The objective is to perform the services in accordance with written and bound procedures to ensure that !INSERT NAME OF CENTER OR INSTALLATION! is provided timely, reliable, quality and efficient logistics/supply and equipment management services. The Plan shall be developed using the following guidelines: (1) existing !INSERT NAME OF CENTER OR INSTALLATION!

Standard Operating Procedures, (2) !INSERT OTHER AGENCIES' MEMORANDA OF UNDERSTANDING, (3) FEDERAL GUIDELINES, ETC.! The Plan shall address:

- (1) Any special instructions and Standard Operating Procedures to be used in performing logistics/supply and equipment management services at !INSERT NAME OF CENTER OR INSTALLATION!, observations to be made, criticality codes and special procedures, emergency conditions, !ETC!.
- (2) Schedules (same as the paragraph C.31.h.(3), *Annual Work Schedule*, below) for known recurring work, such as scheduled bus service, on-site delivery services and property inventories.
- (3) Methodology and procedures for inventorying, decaling and/or barcoding personal property equipment.
- (4) Metric Data that will be reported to the Contracting Officer on a monthly basis. See Attachment J-C6-31A for metric requirements and report format.
- (5) Safety and accident procedures.

A Draft Initial Plan shall be submitted to the Contracting Officer for approval within !INSERT NUMBER! days prior to contract start date. The initial Plan should incorporate existing !INSERT NAME OF CENTER OR INSTALLATION! documentation, procedures, and standards pertinent to this subsection. The Contractor shall review the Plan at least quarterly, make updates, and resubmit the updated Plan (or a written memorandum validating that the existing Plan is still accurate in all respects) to the Contracting Officer for approval by the third work day of the start of each quarter. Deviation from the approved Operations Procedures Plan and standard operating procedures is acceptable only with the approval of the Contracting Officer.

NOTE TO SPECIFICATION WRITER: The specification writer must determine what equipment and material will be provided to the Contractor and select from the following paragraphs as appropriate. Extensive equipment listings should be placed in Attachment J-C3, including identification number, age, location, size or capacity, etc. Specific equipment maintenance requirements beyond the requirements of this paragraph should be detailed in Paragraph C.31.j.(3), *Vehicle Maintenance*, and/or Section J, as appropriate. If the equipment is located at other than the job site or Government furnished facilities, specify the location of the equipment and who has the responsibility for its transportation. If neither equipment nor material will be provided to the Contractor, the OPTIONAL paragraph should be used.

f. Installation-Accountable Government Property, Materials and Services.

!SELECT EITHER (1) OR (1)(OPTIONAL)!

|\*

- (1) <u>Government Furnished Property and Services</u>. Government furnished property and services will be provided for the performance of this contract in accordance with Subsection C.5., *Government Furnished Property and Services*.
- (1) (OPTIONAL) The Contractor shall furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.

#### g. Contractor Furnished Items.

(1) Except for the items listed in Subsection C.5., *Government Furnished Property and Services*, the Contractor as part of the firm fixed-price shall provide all facilities, equipment, material and services to perform the requirements of this contract in accordance with Subsection C.6, *Contractor Furnished Items*.

NOTE TO SPECIFICATION WRITER: Use the following paragraphs if the Contractor is to provide vehicles and equipment under this contract. If applicable, insert the following in the paragraph below: "All vehicles must be less than !(3, 4, 5)! model years old and with less than !INSERT NUMBER! miles on the odometer." Include as an attachment in Section J-C8 as much historical data (i.e., annual mileage per off-site haul route, annual historical vehicle maintenance costs, etc.) as possible.

- (2) Vehicles and Materials Handling Equipment. The Contractor shall provide all vehicles and materials handling equipment (e.g., forklifts, pallet jacks, etc.) necessary for the performance of this contract. All vehicles and materials handling equipment shall be kept in a safe operating condition at all times with a valid state safety inspection sticker attached if required by !INSERT NAME OF STATE OR LOCAL JURISDICTION!. All fuel, oil, lubricants, and maintenance shall be provided by the Contractor. Vehicles smaller than sub-compact automobiles and two-wheeled or three-wheeled vehicles may be used only with the Contracting Officer's approval. All vehicles shall be identically painted in an approved color. All vehicles shall be clearly marked with the Contractor's name and/or logo in letters between two and four inches in height.
- (3) <u>Buses</u>. The Contractor shall provide a sufficient quantity of the correct capacity of buses, must possess sufficient equipment to provide uninterrupted service under this contract and must furnish replacement buses while regular equipment is out of service. The Contractor may substitute a larger bus for a smaller bus for any particular trip. Vehicles must meet the standards required by local, state, and/or county laws and regulations.

- (a) <u>Minimum Requirements</u>. Buses that, for any reason, do not meet minimum requirements specified shall be replaced immediately so that service will not be delayed or interrupted.
- (b) Overnight Parking. The Contract shall have the option of parking buses overnight, at the Contractor's own risk, in the parking lot adjacent to Building !INSERT NUMBER! or in the area designated by the Contracting Officer.
- (4) <u>Automated and Non-automated Storage Systems and Devices</u>. The Contractor shall provide all automated and non-automated storage systems and devices such as storage bins, automatic retrieval systems, carousels, conveyors, forklifts, etc. All automated and non-automated storage systems and devices, vehicles, and materials handling equipment shall be kept in a safe operating condition at all times.

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NOTE TO SPECIFICATION WRITER: A separate <i>Management</i> Subsection similar to COSS
Subsection C.8 is preferred with a brief reference made to it in this Subsection. However, if the
Logistics/Supply and Equipment Management Services function stands alone, then a specific
paragraph similar to the following is appropriate in this Subsection.
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- h. <u>Management</u>. The Contractor as part of the firm, fixed-price work shall manage the total work effort associated with the logistics/supply and equipment management services required herein to assure fully adequate and timely completion of these services. Such management includes, but is not limited to, planning, scheduling, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide a staff with the necessary management expertise to assure the performance of the required work. See Subsection C.8., *Management*.
  - (1) Contractor Representative. A contractor representative shall be a superintendent or manager empowered by the Contractor to have full authority to act for the Contractor on all contract matters relating to the daily operations of this contract. An alternate shall be assigned to act in the absence of the contractor representative. The contractor representative shall serve as the focal point for all work under this contract and shall be responsible for the coordination of all work activities. The contractor representative or designated alternate shall be available during normal working hours within !INSERT NUMBER! minutes to meet at !INSERT NAME OF CENTER OR INSTALLATION! with the Contracting Officer to discuss areas of concern. After normal working hours, the contractor representative or designated alternate shall be able to communicate with Center personnel by telephone, pager, radio or other means and be able to return to !INSERT NAME OF THE CENTER/INSTALLATION! within !INSERT NUMBER! hours from the time the first call was received.
  - (2) <u>Work Control</u>. The Contractor shall implement all necessary personnel, scheduling and equipment control procedures to ensure timely accomplishment of all logistics/supply and equipment management service requirements.
  - (3) <u>Annual Work Schedule</u>. Within !INSERT NUMBER! calendar days after contract award, the Contractor shall submit to the Contracting Officer, a general schedule of the Contractor's planned performance of work for the contract period. The Schedule shall indicate the day or

days of the week that weekly or more frequent services will be accomplished, the week of the month that items of less than weekly frequency will be accomplished, the location to receive services, and the services to be accomplished.

NOTE TO SPECIFICATION WRITER: Add to the following paragraph any other known requirements that must be scheduled, such as planned material deliveries and pick-ups, transportation and bus schedules, vendor deliveries, etc. Specific requirements for these services must then be included in the specific paragraphs of this Subsection.

(4) Monthly Work Schedule. The Contractor's monthly work schedule shall indicate the specific hours of the day each work center will be manned. Other known requirements, such as planned material deliveries and pick-ups, bus and transportation schedules, vendor deliveries and planned inventories shall also be shown on the schedule. The work schedule shall be submitted to the Contracting Officer !INSERT NUMBER! days prior to the beginning of each month. Proposed changes to the monthly work schedule shall be submitted to the Contracting Officer at least !INSERT NUMBER! hours prior to the start of the period in question.

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NOTE TO SPECIFICATION WRITER: Reports and information that the Government periodically needs from the Contractor should be listed in Attachment J-C6-31A. Report formats, required information, etc. should be discussed in detail in this attachment.

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#### (5) Records and Reports.

- (a) Maintenance and Ownership. The Contractor shall continuously update the Government's electronic databases listed in Attachment J-C6-31A and shall maintain an electronic database of all records and prepare reports as set forth in Attachment J-C6-31A. A copy of all reports shall be maintained on-site and available for inspection by the Government at all times. All electronic Government databases and records maintained by the Contractor are Government property and these and all copies of reports shall be turned over to the Contracting Officer within five calendar days after contract completion. See also Paragraph C.31.d., *Documentation*.
- (b) <u>Hazardous Material Inventory and Tracking Report</u>. The Contractor shall track and report annually to the Contracting Officer the volume of each hazardous material procured, used, and inventoried. All MSDSs of all chemicals to be used on this contract shall be submitted to the Contracting Officer for approval 15 calendar days prior to start of the Base Period and as modifications occur during the contract period.

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(6) Regular Working Hours. The Contractor shall provide logistics/supply and equipment management services during normal work hours, from !INSERT NORMAL START TIME! to !INSERT NORMAL COMPLETION TIME!, Monday through Friday (except during official Federal holidays), except as otherwise specified. The hours may extend beyond regular working hours in support of various research projects and programs related to NASA's mission and goals or to support emergency situations such as accident and rescue operations or natural disasters. The Contractor shall provide these additional services as required by the Contracting Officer and will be negotiated under the *Changes* paragraph. If the Contractor desires to carry on non-emergency work on Saturday, Sunday, holidays or outside regular working hours at the Contractors option, the Contractor must submit a request to the Contracting Officer for approval.

- (7) <u>Contractor Quality Control</u>. The Contractor shall establish, implement and maintain a proactive quality control program that incorporates the quality elements of ISO 9001. The Contractor's Quality Control (QC) Plan shall reflect and incorporate the quality processes and quality management practices submitted in the technical proposal.
- (8) Government Quality Assurance (QA). In accordance with FAR 52.246-4, "Inspection Of Services Fixed Price", Section E, each phase of the services rendered under this contract is subject to Government inspection, during the Contractor's operations and after completion of the tasks. The Government's Quality Assurance Surveillance Program is not a substitute for Quality Control by the Contractor. All findings of unsatisfactory or non-performed work will be administered in accordance with the "Consequences of Contractor's Failure to Perform Required Services" clause of Section E. All costs associated with rework are the responsibility of the Contractor. The Government reserves the right to choose the inspection methods, define its own Predictive Testing and Inspection (PT&I) program to be used in the implementing of its QA Program, and vary the inspection methods utilized during the work, without notice to the Contractor.
- (9) <u>Emergency Procedures</u>. The Contractor shall ensure that Contractor employees know how to report any accident, fire, toxic chemical, electrical, security, flooding, or police emergency.
- (10) Contractor Licensing, Certification and Staffing Requirements.
  - (a) <u>Business Licenses and Certification</u>. Licenses required of the Contractor to conduct business (i.e. local or state business licenses) shall be obtained prior to beginning work on this contract.
  - (b) <u>Personnel Licensing and Certifications</u>. Personnel licensing and certification shall be complete before that individual performs any work under this contract. The Contractor shall submit verification of all licensing and certifications to the Contracting Officer

within 30 days after contract award and within one (1) day upon any personnel change thereafter. All licenses and certificates shall be current, and shall be kept current throughout the contract period. The Contractor shall be proactive in ensuring that contract personnel maintain the highest level of certification required to perform the defined functions and that changes in certification requirements are addressed within the implementing timeframe of the changing certification. Failure to achieve certification is not grounds to be excused from performance.

- <u>1</u> <u>Drivers License.</u> All Contractor and subcontractor employees shall hold a current !INSERT NAME OF STATE! driver's license and any other licenses that may be required to operate government/Contractor vehicles or other vehicles (See paragraph 2 below) on or off the !INSERT NAME OF CENTER OR INSTALLATION!.
- <u>Commercial Drivers License (CDL)</u>. Drivers who operate vehicles requiring a Commercial Drivers License must be commercially licensed by the state of !INSERT NAME! to operate those vehicles used in the performance of this contract on Federal, state and local roads and highways.
- <u>3</u> <u>Flight Line</u>. Employees required to drive on the flight line shall be properly licensed, certified and authorized in accordance with !INSERT NAME AND NOMENCLATURE OF POLICY DOCUMENT!
- <u>4</u> <u>Hazardous Materials (HAZMAT</u>). Drivers who transport HAZMAT must have an authorized HAZMAT endorsement on their CDL in compliance with the state of !INSERT! laws.
- 5 HAZMAT Training and Certification. The Contractor shall ensure that all employees directly involved with the handling, packaging, shipping, receiving and transportation of hazardous materials are properly trained and certified in HAZMAT operations in accordance with Code of Federal Regulations (CFR) 49 parts 106-180 Subpart H *Training*.
- (c) <u>Staffing</u>. The Contractor shall continuously maintain an adequate staff with suitable management and professional expertise to assure work is performed, scheduled and completed in accordance with these specifications. The degree of skill of individuals shall be commensurate with that required for the work, and the Contractor shall maintain an adequate work force to complete work in accordance with the time and quality standards specified. All apprentices shall be supervised and have work checked by the applicable lead journeyman in their particular field.
  - <u>Badges</u>. All Contractor and subcontractor employees shall wear government identification badges. The Contractor, following established policies and procedures, shall coordinate security badging for Contractor visitors and subcontractors through !INSERT NAME OF SECURITY OFFICE OR OTHER OFFICIAL TITLE!.

- <u>2</u> <u>Dress Code</u>. Contractor personnel shall wear attire and safety equipment such as hard-hats, steel toed shoes, back supports for lifting, eye and noise protection, etc., appropriate for the work to be performed
- (d) <u>Bus Drivers</u>. All bus drivers shall meet the following qualifications.
  - <u>Driver's License</u>. All bus drivers shall meet all state and local license requirements for bus drivers, including the appropriate class of commercial driver's license (CDL). Any such licenses shall be in the possession of the drivers when operating a vehicle under this contract and available for inspection by the Contracting Officer on request.
  - <u>Uniforms</u>. All bus drivers shall wear a Contractor provided standard uniform when on duty, including a distinctive nameplate, emblem or patch attached in a prominent place on an outer garment. Drivers shall be dressed in uniform to present a clean, neat appearance at all times when performing under this contract.
  - <u>Physical Examination</u>. Prior to a bus driver working on this contract, evidence of a current (not more than three months old) physical examination shall be provided to the Contracting Officer. It must show that the proposed driver is free from communicable diseases and physical defects that could interfere with safe bus operations. This physical and certification shall meet all statutory requirements for licensing (including CDL) and operation of the type of vehicle driven.

### i. Logistics Management Operations.

#### (1) Supply

- (a) Shipping and Receiving. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide shipping and receiving services in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and the requirements of this subsection. During each of the past two years there have been approximately !INSERT NUMBER! shipments, !INSERT NUMBER! number nu
  - Shipping. The Contractor shall provide services, material, and equipment to unload trucks, pack items and prepare shipping documents for outbound shipments by way of all transportation modes. The Contractor shall build, as necessary, crates, boxes and pallets to specifications dictated by Government regulations and/or customer requests. The Contractor shall package all shipments to ensure protection from

damage and shall submit the shipping document, complete with shipping data such as weight, dimensions, and hazardous requirements, to the !INSERT FREIGHT RATE OFFICE OR OTHER SHIPPING DESIGNEE, ETC!. The !INSERT FREIGHT RATE OFFICE OR OTHER SHIPPING DESIGNEE, ETC! will select the carrier to be used and return the documentation to the Contractor who shall then contact the carrier for pickup. The contractor shall ensure that all carrier pick-ups are accomplished as scheduled, within !INSERT NUMBER! hours of the agreed to time and date. The Contractor shall notify the !INSERT FREIGHT RATE OFFICE OR OTHER SHIPPING DESIGNEE, ETC! immediately if the required shipping schedule cannot be met for any reason, and the Contractor shall attach to the shipping document file copy a brief written statement detailing the incident. The Contractor shall process all priority outbound shipments received by !INSERT TIME! the same day. The contractor shall process all routine shipments within !INSERT NUMBER! days of receipt. Shipping may necessitate occasional trips within the local area to coordinate shipments with the U. S. Customs Service.

a <u>Containers.</u> The Contractor shall !INSERT PROVIDE or COORDINATE THE ORDERING/PROCUREMENT/PURCHASE OF! packing containers, shipping crates, and skids. The Contractor shall be responsible for the safety, security and protection of all shipments under the Contractor's signed custody, in accordance with applicable regulations and guidelines listed in Attachment J-H-1, including those addressing the prevention of physical damage, protection from natural elements and rough handling.

NOTE TO SPECIFICATION WRITER: Choose one of the following paragraphs, modified as necessary, to reflect the work hours of the individuals performing shipping services. The first paragraph, <u>b</u>, assumes that the work will be performed primarily during normal Government work hours, and if any after-hour work is required it will be ordered on an IDIQ basis. The second paragraph, <u>b</u> (Optional), provides historical data of the hours during which shipping services have been provided in the past two or more years. Based on this data, the Contractor can determine if the Contractor can reasonably expect to have to provide 24-hour, weekend or holiday coverage and base the contract bid on that determination accordingly.

<u>b</u> Coverage Daily, Weekend, and Holidays. The Contractor shall provide shipping services during the normal work hours of !INSERT NAME OF CENTER OR INSTALLATION! !OR DURING THE HOURS OF X:XX AM TO Y: YY PM MONDAY THROUGH SATURDAY, INCLUDING HOLIDAYS, ETC! as firm, fixed-price work in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and the requirements of this subsection. Requirements for shipping services after normal work hours including evenings, weekends and holidays shall be ordered as indefinite quantity work and performed in accordance with Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work and the requirements of this subsection.

- <u>b</u> (OPTIONAL) <u>Coverage Daily, Weekend, and Holidays</u>. The Contractor shall provide shipping services as required on a 24-hour basis as firm, fixed-price work in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and the requirements of this subsection. Attachment J-C8-31A provides shipping log data for the past !INSERT NUMBER! years including dates, times, descriptions, !ETC! It is expected that similar work shift requirements and level of effort can be expected during this contract period !INSERT NUMBER SUCH AS ± 10%!.
- <u>Export Controls and Regulations</u>. The Contractor shall manage, process, account for and control all assets for export as required by NPG 4200.1 (series), NASA Equipment Management Manual, to comply with the NASA Export Control Program and applicable Federal, state, and local regulations. The Contractor shall advise the Contracting Officer of all property loans associated with any export initiatives or foreign based recipient. The Contractor shall file applications for export licensing as required. !INSERT "HISTORICAL DATA IS NOT AVAILABLE AT THIS TIME." OR "SEE ATTACHMENT J-C8-!INSERT NUMBER! FOR HISTORICAL DATA."!
- Receiving. The Contractor shall provide all receiving services for !INSERT NAME OF CENTER OR INSTALLATION! The Contractor shall off-load material from all carriers, inspect for damage, verify shipping piece count with the purchase order/contract, tag capitalized or sensitive equipment, and prepare receiving documentation for acceptance. Receiving may necessitate occasional trips within the local area to coordinate receipts with the U. S. Customs Service. On acceptance, the Contractor shall distribute the receiving documentation, immediately report all freight damage to the Contracting Officer, and prepare discrepancy reports applicable to any and all receipts when appropriate. The Contractor shall date and time stamp the outside front flap of all receiving folders. Historically during each of the past !INSERT NUMBER! years, the inbound receivables averaged approximately !INSERT NUMBER! disposal receipts, !INSERT NUMBER! direct to user receipts, !INSERT NUMBER! stock material receipts, !INSERT NUMBER! JIT receipts, !INSERT NUMBER! surface shipment receipts, and !INSERT NUMBER! air shipment receipts. See Attachment J-C8-31A for receiving data for the previous !INSERT NUMBER! years.
  - a Freight Bill, United States Postal Service (USPS), United Parcel Service (UPS) and Federal Express (FEDEX). The Contractor shall sign and date freight bills and forward them to the !INSERT RECIPIENT LOCATION, e.g. FREIGHT RATE OFFICE, CONTRACTING OFFICER, ETC! on the morning following the date of receipt. The Contractor shall log all stock items received into the document tracking system. The Contractor at the time of receipt shall annotate all shipments from incoming carriers, except from USPS, UPS and FEDEX, on the Inbound Shipment Control Register, which must be maintained up-to-date at all times. See Attachment J-C6-31A for an example of an Inbound Shipment Control Register. The Contractor shall notify the responsible carriers immediately (within one workday) on realization of a discrepancy and submit

claims against the responsible carriers within !INSERT NUMBER! calendar days of the receipt of the material.

- <u>b</u> <u>Database</u>, <u>Inspection and Compliance</u>. The Contractor shall enter the order number into the NASA Supply Management System (NSMS) as required, verify packing list descriptions against NSMS descriptions and count and verify quantities. The Contractor shall fill existing back-orders with the received materials first and then the remaining stock shall be sent to the appropriate section for disposition. Discrepancies shall be reconciled with the respective inventory manager. The Contractor shall verify stock material quantity counts to ensure the continuous integrity of the NSMS. The Government will periodically validate the NSMS through a sampling process.
- <u>Quarterly Documentation Review</u>. The Contractor on a quarterly basis shall review all receiving files to ensure that items have been tagged and distributed as necessary, that all closing documentation is complete, and that all data is electronically recorded. This work shall be completed no later than the !INSERT NUMBER! calendar day of the first month of each quarter.
- <u>Material Safety Data Sheets (MSDS)</u>. The Contractor shall ensure that Material Safety Data Sheets (MSDS) accompany their respective materials to their recipients and that a copy of each MSDS is forwarded to !INSERT THE NAME OF THE CENTRAL MSDS FILE ADMINISTRATOR!. A material's receipt shall not be considered complete until its respective MSDS is received and a notation is stamped on the receipt documentation

NOTE TO SPECIFICATION WRITER: Choose one of the following paragraphs, modified as necessary, to reflect the work hours of the individuals performing receiving services. The first paragraph, <u>e</u>, assumes that the work will be performed primarily during normal Government work hours, and if any after-hour work is required it will be ordered on an IDIQ basis. The second paragraph, <u>e</u> (Optional), provides historical data of the hours during which receiving services have been provided in the past two or more years. Based on this data, the Contractor can determine if the Contractor can reasonably expect to have to provide 24-hour, weekend or holiday coverage and accordingly base the Contractor bid on that determination.

e Coverage Daily, Weekend, and Holidays. The Contractor shall provide receiving services during the normal work hours of !INSERT NAME OF CENTER OR INSTALLATION! !OR DURING THE HOURS OF X:XX AM TO Y:YY PM MONDAY THROUGH SATURDAY, INCLUDING HOLIDAYS, ETC.! as firm, fixed-price work in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and the requirements of this subsection. Requirements for receiving services after normal work hours including evenings, weekends and holidays shall be ordered as indefinite quantity work and performed in accordance with Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work* and requirements of this subsection..

- <u>e</u> (OPTIONAL) <u>Coverage Daily, Weekend, and Holidays</u>. The Contractor shall provide receiving services as required on a 24-hour basis as firm, fixed-price work in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and the requirements of this subsection. Attachment J-C8-31A provides receiving log data for the past !INSERT NUMBER! years including dates, times, descriptions, !ETC! It is expected that similar work shift requirements and level of effort can be expected during this contract period plus/minus (±) !INSERT NUMBER SUCH AS ± 10%!.
- <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all shipping and receiving documentation associated with Shipping and Receiving Operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.
- (b) <u>Stock and Storage Operations</u>. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide stock and storage operations in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and requirements of this subsection.
  - Files Maintenance Rejection, Delinquency, Receival and Inspection. The Contractor shall maintain hardcopy files of approximately !INSERT NUMBER! Purchase Requests/Purchase Orders for non-stock orders and approximately !INSERT NUMBER! Issue Release/Receipt Documents for all orders per month. The Contractor shall process approximately !INSERT NUMBER! purchase orders and !INSERT NUMBER! Purchase Requests annually. The Contractor shall manage the supply and equipment rejection process involving approximately !INSERT NUMBER! rejections per month. The Contractor shall process Rejection and Delinquency or submit a Receival and Inspection Report (See Attachment J-C6-31A) within !INSERT NUMBER! working hours of notification. The Contractor shall process transactions and maintain liaison with the !INSERT NAME OF CENTER OR INSTALLATION! Financial Management Division. All purchases are governed by Federal, State and local regulations where applicable.
  - NASA Supply Management System (NSMS). The Contractor shall use, maintain, and reconcile the NASA Supply Management System (NSMS) to perform applicable storage functions. This requirement is intended to apply to any future database systems developed or prescribed for its designed purposes. In the absence of any such prescriptions, the Contractor is free to use any appropriate means to accomplish these functions without disruption in services. The Contractor shall use electronic inquiries or phone contacts to check supply system availability of assets and to conduct research to determine the status of backordered and delayed requirements.
  - <u>Just-in-Time (JIT) Process</u>. The Contractor, using the JIT process, shall provide timely desktop delivery of commonly used materials as required. The costs of the products are not included in this contract. The time between request acceptance to

time of issue shall not exceed !INSERT NUMBER! working days for regular issues, !INSERT NUMBER! working hours for urgent issues, and !INSERT NUMBER! working hours for work stoppage issues. Attachment J-C38-31 provides a Just-in-Time customer list.

- 4 Store Stock and Supply Catalogs. The Contractor shall maintain the established !INSERT NAME OF CENTER OR INSTALLATION! Stores Stock Cataloging system in accordance with NPG 4410.1 (series), *Utilization and Maintenance of Federal Cataloging*, and !INSERT NAMES AND NOMENCLATURE OF OTHER SOPS!
  - <u>a Database Maintenance</u>. The Contractor shall update and maintain the on-line store stock catalog of more than !INSERT NUMBER! line items and catalog and keep current computer records and external files to account for approximately !INSERT NUMBER! line items of supplies in the !INSERT NAME OF CENTER OR INSTALLATION! materials inventory. The Contractor shall maintain and issue the !INSERT NAME OF CENTER OR INSTALLATION! store stock catalog and amendments. The Contractor is required to process approximately !INSERT NUMBER! NSMS catalog input transactions per month and maintain !INSERT NAME OF CENTER OR INSTALLATION! as an active participant in the Federal Cataloging Program. The number of items managed includes !INSERT NUMBER! stores stock, !INSERT NUMBER! program stock, !INSERT NUMBER! items deleted (program stock), !INSERT NUMBER! local stock numbers line items, and !INSERT NUMBER! FED/MIL NSN line items.
  - <u>b</u> Agency Interaction. The Contractor shall interact with the General Services Administration (GSA) and/or the Defense Logistics Agency (DLA) regarding approximately !INSERT NUMBER! registration and withdrawal actions, collaborations, and item reduction studies per month. The Contractor shall input approximately !INSERT NUMBER! commercial direct-buy functions per month using NSMS. In addition, the Contractor shall manage the Federal Standard Requisitioning and Issue Procedures (FEDSTRIP), Military Standard Requisitioning and Issue Procedures (MILSTRIP), and commercial acquisitions; process inventory adjustments, and maintain a !INSERT NUMBER! percent fill rate of all requests for stock issue.

#### 5 Inventory

a JIT Method of Supply Inventory Concept. The Contractor shall use a JIT method of supply inventory. Input data related to stock issue/JIT into the NSMS totals approximately !INSERT NUMBER! to !INSERT NUMBER! entries per year based on the priority of the request. Services include processing forms using NSMS. The Contractor shall ensure special items such as safety-related items or those requiring functional or supervisory approval are maintained at proper stock levels.

- <u>b</u> <u>Inventory Maintenance</u>. The Contractor shall schedule and conduct the inventory of approximately !INSERT NUMBER! line items, including generating purchase requests/store stock requests for replenishment of stores and standby stock (JIT will be the primary method of stock replenishment), maintaining optimum stock levels where appropriate. The Contractor shall conduct a !INSERT NUMBER! percent (%) inventory of stores stock and maintain a !INSERT NUMBER! percent (%) inventory accuracy rate during the life of the contract. The Contractor shall provide the Government a copy of the inventory schedule !INSERT NUMBER! days prior to initiating action. See Attachment J-C40-31 for inventory scheduling historical data.
- <u>c</u> Special Inventories. The contractor shall schedule and perform annual, complete sampling and special inventories (approximately !INSERT NUMBER! inventories for an average of !INSERT NUMBER! line items per month, excluding random sampling) using NSMS. The Contractor shall analyze the results and take corrective action as appropriate. Review all "frozen" assets in NSMS resulting from warehouse denials/refusals and determine their cause and effect including pilferage prevention.
- <u>d</u> <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with stock and storage operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.
- (2) Warehousing Services. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide warehousing services in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and the requirements of this subsection. The Contractor shall manage all general supply and warehousing including pick-up, delivery, storing, binning, issuing, data entry, and management for approximately !INSERT NUMBER! store stock, !INSERT NUMBER! program stock, !INSERT NUMBER! stand-by stock (including bench stock), and !INSERT NUMBER! Just-in-Time (JIT) commodities annually. The Contractor shall manage the shelf-life program for approximately !INSERT NUMBER! items to meet NASA requirements applicable to !INSERT NAME OF CENTER OR INSTALLATION! customers and programs. The Contractor shall perform other special tasks related to stock management including, but not limited to, !INSERT OTHER WAREHOUSING TASKS SUCH AS ISSUING AND RECEIVING ALL MATERIAL, MAINTENANCE AND CONTROL OF ALL ASSIGNED WAREHOUSE SPACES, LOADING AND UNLOADING DELIVERY VEHICLES, REPORTING MATERIAL DISCREPANCIES, AND INITIATING RE-WAREHOUSING OF MATERIAL LOCATIONS, AS APPLICABLE! The Contractor shall handle material in such a way as to preclude any damage to sensitive systems contained in components. The NASA Supply Management System (NSMS) shall be used to support these functions.
  - (a) <u>Security</u>. The Contractor shall maintain the cleanliness and security (including key control) of assigned warehouse and outside storage spaces. The Contractor shall ensure that all personnel doors, key boxes, roll-up doors and areas designated as

secured/restricted areas are secured at the end of the workday. The Contractor shall lock and apply numbered seals and maintain a logbook that indicates the seal number, date, a legible signature of the individual applying or breaking the seal and the time. Provisions must be made to enable night shift personnel requiring entry after hours to reseal the doors and log in the required information. The Contractor shall keep areas indicated as restricted or pilferable locked during working hours. The Contractor shall report all security violations to the Contracting Officer immediately.

- (b) <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with warehousing operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.
- (c) <u>Program Stock and Remote Stock Support</u>. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide program stock and remote stock support services in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and the requirements of this subsection. The Contractor shall provide all necessary equipment, materials and labor to provide all administrative and management support services in the management of program stock and remote stock as set forth in the contract requirements below and as determined by the Contracting Officer. The Contractor shall coordinate program and remote stock matters with !INSERT (AS APPROPRIATE) VARIOUS CONTRACTING OFFICERS, CONTRACT SPECIALISTS, GRANT OFFICER, CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVES, CONTRACTOR OFFICIALS! and other personnel involved in program management. In !INSERT YEAR!, !INSERT CENTER/INSTALLATION NAME! has approximately !INSERT NUMBER! contracts, of which !INSERT NUMBER! are active on-site contracts and !INSERT NUMBER! are active off-site contracts; !INSERT NUMBER! active grants and !INSERT NUMBER! active cooperative agreements/consortiums requiring oversight. There are approximately !INSERT NUMBER! inactive contracts and !INSERT NUMBER! inactive grants/cooperative agreements that are pending property closure. The Contractor shall be subject to audits and reviews conducted by various Government review teams, such as the Government's General Accounting Office (GAO), NASA Office of Inspector General (OIG) and NASA supply and equipment management functional review teams.
- (3) Equipment/Personal Property Management. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide personal property management services in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and requirements of this subsection. The Contractor shall provide all labor, supervision, materials, tools, equipment, computer software/hardware and management necessary to maintain, enhance, account, track, control, and provide equipment management support at !INSERT NAME OF CENTER OR INSTALLATION!. Equipment management support includes, but is not limited to maintaining equipment records, performing equipment physical inventories, providing reports and statistics, resolving problems, affixing decals and/or bar code labels, initiating and processing equipment control transactions, administering equipment loans, leases and borrows, and maintaining documentation and cataloging.

- (a) Responsibility and Accountability. The Contractor shall manage all equipment for which !INSERT NAME OF CENTER OR INSTALLATION! is accountable in accordance with NASA and other Federal Agency and local policies identified in this PWS. The quantity of equipment at and under the custody of !INSERT NAME OF CENTER OR INSTALLATION! changes daily with continuous, new equipment acquisitions and disposals. There are approximately !INSERT NUMBER! transactions per year against more than !INSERT NUMBER! line items, which are worth more than \$!INSERT NUMBER! million. The Contractor shall be subject to special audits, vulnerability assessments, and functional and internal control reviews conducted by various Government review teams, such as the Government's General Accounting Office (GAO), NASA Office of Inspector General (OIG), NASA supply and equipment management functional review teams, or any other NASA review teams, and shall consistently keep the Contracting Officer informed
- (b) NASA Equipment Management System (NEMS). The NEMS is an agency-wide automated system that has been designed to standardize, simplify and reduce the cost of managing and controlling NASA's equipment. The Contractor shall use, maintain, and reconcile the NEMS to perform prescribed property management functions. This requirement applies to any future database system developed or prescribed for these purposes by the Government. The Contractor shall maintain the data integrity of the NEMS by implementing a NEMS Control Process in accordance with NPG 4200 (series). The control process shall ensure system security restricting access only to authorized Contractor and civil service personnel. The Contractor shall use the NEMS database in maintaining equipment identification and equipment accountability and shall maintain an effective procedure that ensures all equipment transactions which are generated throughout the installation are timely and properly entered in NEMS. All files maintained or filmed shall be readable and easily accessible and shall be subject to periodic review. The Contractor shall maintain the NEMS database error-free. Each equipment transaction or action shall be completed within !INSERT NUMBER! working days of the Contractor receipt of the source document. Historically, approximately !INSERT NUMBER! transactions are processed annually.
- (c) <u>Equipment Control Numbers (ECN)</u>: The Contractor shall maintain a current register of Equipment Control Numbers (ECN). Any discrepancy such as in a case where a previously issued ECN does not appear in NEMS shall be resolved within !INSERT NUMBER! working days of the discovery of the discrepancy.
- (d) <u>NEMS Testing</u>. When requested by the Contracting Officer the Contractor shall identify and perform NEMS testing requirements, control processing, configuration changes and improvements. Each test may involve between !INSERT NUMBER! and !INSERT NUMBER! individual test points. Contracting Officer requested NEMS testing is non-recurring, indefinite quantity work and will be ordered in accordance with Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work*.
- (e) <u>Physical Inventory and Reconciliation</u>. The Contractor shall conduct a wall-to-wall, floor-to-ceiling, 100 percent triennial physical inventory and reconciliation of !INSERT

NAME OF CENTER OR INSTALLATION! controlled equipment in accordance with NPG 4200.1 (series). The Contractor shall use the NEMS Inventory Module in performing these inventories. There are approximately !INSERT NUMBER! accounts with !INSERT NUMBER! line items.

- <u>1</u> <u>Triennial Physical Inventory Schedule</u>. The Contractor shall incorporate in the Operations Procedures Plan and maintain a schedule for physical inventories. See paragraphs C.31.e, *Operations Procedures Plan*, and paragraph C.31.h., *Management*. The schedule shall be maintained up to date and submitted as required in the referenced paragraphs.
- 2 Property Surveys. The Contractor shall process in accordance with NPG 4200.1 (series) all property survey reports and maintain all survey records that document the investigation and disposition of lost, damaged or destroyed Government property. The Contractor shall review each survey report within !INSERT NUMBER! working days of receipt, make the necessary adjustments to NEMS, and log the report in the survey register. Typically, there is an average of !INSERT NUMBER! property surveys, including required investigation, documentation, administration and follow-up, performed each month. See Attachment J-C8-31B for data on the surveys performed during the past !INSERT NUMBER! years.
- <u>Property Custodian Register</u>. The Contractor shall keep a current register of all Property Custodians and shall ensure that NEMS is concurrently updated to reflect current information.

NOTE TO SPECIFICATION WRITER: If this Contract includes the requirement for the Contractor to provide property management training to designated custodians on a fixed price basis, then the following paragraph must be customized as necessary to reflect the expected scope of the training sessions, such as frequency, class size, class space provided by whom, required handouts provided by whom, topics to be covered, required training aids, etc. If training is provided on an indefinite quantity basis, this information will be provided on a case-by-case basis with each work order.

4 Property Custodian Training. The Contractor shall provide NEMS and Property Custodian training in accordance with !INSERT NAME AND NOMENCLATURE OF APPLICABLE HANDBOOK! for the !INSERT NAME OF CENTER OR INSTALLATION! installation employees (Contractor and Civil Servant). !INSERT NUMBER!-day training sessions shall be held in spaces provided by the !INSERT CONTRACTOR OR CONTRACTING OFFICER!, typically include !INSERT NUMBER! students, include necessary handouts as required, and shall consist of instructing the attendees in property statute, their responsibilities as property custodians, and in local property management policy and procedures. This training shall be conducted !INSERT FREQUENCY – ANNUALLY, QUARTERLY, ETC! or as requested by the Contracting Officer. Property Custodial Training will be performed on an indefinite quantity basis and the work will be ordered in

- accordance with Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.
- (f) <u>Walk-Through Inspection</u>. The Contractor shall ensure that walk-through inspections are conducted annually in accordance with NPG 4200.1 (series). The Contractor shall also ensure that, during the walk-through inspections, all idle and untagged equipment that require control are identified and reported to the appropriate personnel. See Attachment J-C8-31E, *Annual Walk-through Inspection Historical Data*.
- (g) Decaling and Barcoding. The Contractor shall ensure that all controlled personal property acquired by !INSERT NAME OF CENTER OR INSTALLATION! is decaled or barcoded as required in accordance with NPG 4200.1 (series). The Contractor shall include in the Operations Procedures Plan (See paragraph C.31.e., *Operations Procedures Plan*) a methodology to keep informed of the arrival on-site of !INSERT NAME OF CENTER OR INSTALLATION!-acquired personal property and to complete the required decaling or barcoding functions. The Contractor shall, within !INSERT NUMBER! working days of receipt of the source document, decal or barcode all new items that are acquired by purchase order, direct procurement or bank card. See Attachment J-C8-31C for historical data on personal property decaling or barcoding.
- (h) <u>Loans</u>. The Contractor shall process, document, report, track, inventory and manage all !INSERT NAME OF CENTER OR INSTALLATION! property loans to employees, non-profit institutions and profit making institutions, in accordance with NPG 4200.1 (series). The Contractor shall ensure that all loaned property is accounted for in NEMS within !INSERT NUMBER! working days of receipt of each property loan request and ensure that all loan case files/NEMS-generated reports are properly maintained. Historically, approximately !INSERT NUMBER! property loan agreements are processed annually.
- (i) <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with personal property management operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31B.
- (j) <u>Custodial Storage</u>. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide storage and custodial storage services in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and the requirements of this subsection. The Contractor shall provide on-site storage support for approximately !INSERT NUMBER! square feet of materials, supplies, and equipment including those of a hazardous or potentially hazardous nature such as !INSERT EXAMPLES! (There are approximately !INSERT NUMBER! line items). Approximately !INSERT NUMBER! storage transactions are processed in the storage system annually relating to the storage or release of materials, supplies, or equipment. Transactions shall occur within !INSERT NUMBER! working days of receipt.
  - <u>1</u> <u>Material Retention In Custodial Storage</u>. The Contractor shall conduct an annual review, justify and photograph all items for the continued retention in custodial

storage. The Contractor shall conduct an annual inventory of program stock, ensure that hazardous materials are not stored in custodial storage areas, and provide electronically to the Contracting Officer within !INSERT NUMBER! days of the end of each month a monthly status report of all additions, withdrawals, and excess actions. The Contractor shall ensure that the custodial storage data is on the Internet and accessible only to other NASA Centers, maintain a storage location accuracy rate of at least !INSERT NUMBER! percent (%) during the life of the contract, and conduct an annual long-term storage and program stock validation and slow moving item validation.

- <u>Custodial Storage Requests and Delivery</u>. The Contractor shall coordinate withdrawal requests and delivery of requested items from custodial storage and assist !INSERT NAME OF CENTER OR INSTALLATION! personnel in accessing and using the Authorized Custodial Storage System. The Contractor shall maintain records and coordinate the movement and storage of approved items in designated areas at !INSERT NAME OF CENTER OR INSTALLATION!. There are !INSERT NUMBER! controlled inactive items and !INSERT NUMBER! non-controlled inactive items in storage. See Attachment J-C8-31D for historical information on withdrawals and delivery requirements.
- <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with storage and custodial storage operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.

### (4) Contractor Held Government Property

- (a) <u>Database Control</u>. The Contractor shall be required to use and maintain the NASA Industrial Property Management Information System (NIPMIS) in the management of all contracts that contain property clause NFS 18-52.245-73 and under which contractors are accountable for government property in their possession. The NIPMIS, which has been developed and prescribed for use throughout NASA, is changed from time-to-time to accommodate new requirements. The Contractor shall implement system changes as required. The Contractor shall update the NIPMIS as new contracts are added, closed contracts are deleted and as other administrative changes are received.
- (b) Off-site Property Control Systems. Off-site project managers are accountable for government property in their possession. The Contractor shall conduct an analysis of each off-site property control system annually, scheduled in the Operations Procedures Plan (paragraph C.31.e.) and Annual Work Schedule (paragraph C.31.h.(3)), to ensure the adequacy of each system in maintaining, preserving and protecting NASA property. This analysis shall also include the currency of the program's NASA Industrial Property Management Information System (NIPMIS) and other electronic files' databases. Each analysis shall be prepared and forwarded to the Contracting Officer within !INSERT NUMBER! working days following the review. The Contractor shall validate correction of the cited deficiencies within !INSERT NUMBER! days following the completion date required in the analysis report. Historically, there have been !INSERT

NUMBER! property control system analyses performed during each of the past two years.

- (c) On-site Program Stock Management. There are approximately !INSERT NUMBER! on-site programs requiring stock management oversight. The majority of these programs involve contractor-acquired property and/or installation-accountable government property (IAGP). The Contractor shall monitor on-site program stock management in accordance with the property provisions contained in individual programmatic contracts, with NPG 4200.1 (series) and with the schedule provided in the Operations Procedures Plan (paragraph C.31.e.) and Annual Work Schedule (paragraph C.31.h.(3)).
- (d) Excess Off-site Program Stock Material. The Contractor shall process in accordance with the FAR 45.6, NFS 1845.6 and DoD 4161-2M within !INSERT NUMBER! working days of receipt, each report of an off-site program's excess materials. The Contractor shall send a written notification to the Contracting Officer of the availability of excess property for possible reutilization and shall otherwise dispose of the property in accordance with Paragraph C.31.1.(2), Excess Property Sales. The Contractor shall process all transfers of government property in accordance with NFS 1845.7101-2 and NPG 4200.1 (series) where appropriate, and shall document disposal actions in the appropriate contract files. For property returned to !INSERT NAME OF CENTER OR INSTALLATION! the Contractor shall make pick-up, shipping and receiving arrangements in accordance with NPG 4200 (series). During each of the past two years !INSERT NAME OF CENTER OR INSTALLATION! has processed !INSERT NUMBER! excess off-site program stock actions, respectively.
- (e) <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with program stock and remote stock operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.

### (5) Miscellaneous.

(a) Gas Cylinders/Dewars. The Contractor shall manage, bar code, and control all gas cylinders/dewars in accordance with NPG 4100.1 (series) and NPD 4060.1 (series). The Contractor shall maintain and coordinate the existing gas cylinder program. The program contains approximately !INSERT NUMBER! cylinders per month for the return of gas cylinder/dewars demurrage. The Contractor shall verify compliance with existing government purchase order/delivery order and contract specifications and prepare all documentation related to acceptance or rejection. The Contractor shall maintain an electronic spreadsheet to track gas cylinders/dewars. The spreadsheet shall include categories such as the shipment number, order number, date received, date returned, serial number, quantity in tons, and the total quantity in liters/cubic feet. The Contractor shall submit this report to the government on a monthly basis not later than the first working day following the reporting month. Historically, there are approximately !INSERT NUMBER! cylinders received and issued per month. Of these, there are !INSERT NUMBER! vendor owned cylinders/dewars, returned on a

negotiated basis, and approximately !INSERT NUMBER! government-owned cylinders.

- (b) <u>Bottled Water Service</u>. The Contractor shall manage the existing commercial bottled water services to include the delivery and replenishment of water dispensers and bottled water. The service is provided Monday through Friday, except for designated holidays, for approximately !INSERT NUMBER! specific areas located in approximately !INSERT NUMBER! different buildings throughout !INSERT NAME OF CENTER OR INSTALLATION!. Historically, there are approximately !INSERT NUMBER! vendor owned water dispensers currently in use, !INSERT NUMBER! bottles of drinking water, and !INSERT NUMBER! bottles of distilled water delivered to customers on an annual basis. The Contractor shall validate bottled water services with each customer on a monthly basis. The Contractor shall maintain an electronic spreadsheet to track information such as delivery point, building, room number, job order, organization code, quantity, water stand number, point of contact (PCO) and the POC telephone number.
- (c) <u>Laundry Service</u>. The Contractor shall monitor the laundry services by maintaining records of current customer points-of-contact, and guaranteed weekly pickup of dirty laundry, delivery of laundered articles, as well as accurate quantity levels and sizes. The Contractor shall obtain laundry service validation with each customer on a monthly basis. The Contractor shall maintain an electronic spreadsheet to record inventory discrepancies, maintain usage records, and provide estimated customer laundry service requirements on a regular basis. Historically, the Contractor has processed and average of !INSERT NUMBER! pounds of laundry per month. See Attachment J-C8-31F.
- (d) <u>Dry Ice Service</u>. The Contractor shall manage the dry ice services for !INSERT NAME OF CENTER OR INSTALLATION! customers. Historically, !INSERT NAME OF CENTER OR INSTALLATION! has used approximately !INSERT NUMBER! pounds of dry ice per year at approximately !INSERT NUMBER! buildings. See Attachment J-C8-31G for historical data. The Contractor shall determine the minimum on-hand balances and identify needs with the customers throughout the year. The Contractor shall maintain an electronic spreadsheet to track the building and room number delivery points, point of contact, telephone number, quantity, and total weight.
- (e) <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with miscellaneous supply operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.

### j Transportation.

### (1) Bus Services.

(a) <u>Scheduled Shuttle Bus Services</u>. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide on-site shuttle bus services in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and requirements of this subsection. The Contractor shall provide all resources

and management for a comprehensive shuttle bus program. The Contractor shall establish and provide scheduled shuttle bus service in accordance with the routes and frequencies listed in Attachment J-C41-31. The Contractor shall provide shuttle service !INSERT INCLUSIVE HOURS AND DAYS OF THE WEEK! between !INSERT GEOGRAPHICAL LOCATIONS SUCH AS BETWEEN GOVERNMENT INSTALLATIONS, CENTERS AND NEARBY TOWNS, CENTERS AND TRANSPORTATION HUBS, ETC., AS APPLICABLE! The Contractor shall provide bus services in accordance with the Government approved Operations Procedures Plan (paragraph C.31.e.). Buses shall not depart the designated stops earlier than the scheduled departure time nor later than !INSERT NUMBER! minutes after the scheduled departure time. Shuttle bus schedules are subject to periodic change; however the basic routes and frequencies shall remain similar to those shown in Attachment J-C41-31. Any change in cost associated with pick-up period or route changes shall be subject to negotiation under the *Changes* paragraph of this contract.

- (b) Non-scheduled Bus Services. The Contractor shall provide, on receipt of a properly prepared delivery order, non-scheduled bus services. These shall be ordered as indefinite quantity unit-price work and performed in accordance with the Operation Procedure Plan (paragraph C.31.e) and Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* Non-scheduled bus services are normally required during normal work days, but may also be required during evenings, weekends or holidays.
  - Ordering. Delivery Orders will be provided to the Contractor at least !INSERT NUMBER! working days !OR HOURS! in advance of the required services and shall specify the estimated number of dispatch hours required, required departure time and location, destination, estimated number of passengers and the estimated departure time from the destination for the return trip.
  - <u>7 Timeliness.</u> Buses shall leave the specified location(s) on time or no later than !INSERT NUMBER! minutes after the specified departure time(s).
- (c) Bus Physical Condition.

NOTE TO SPECIFICATION WRITER: Choose paragraph C.31.j.(1)(c) $\underline{1}$  if the buses are provided by the Government for the Contractor's use; Choose Paragraph C.31.j.(1)(c) $\underline{1}$  (OPTIONAL) if buses are provided by the Contractor.

- The Government will provide all maintenance and repair services required to ensure all vehicles are serviceable and mechanically safe. The Contractor shall ensure that all buses provided for use in this contract are maintained in a clean condition, including but not limited to sweeping buses clean at least daily, removing all trash and maintaining clean all windows (inside and outside surfaces), seats and bus exteriors.
- 1 (OPTIONAL) The Contractor shall provide all maintenance and repair services required to ensure that buses are reliable, fully operational, mechanically safe, have

adequate heating and air conditioning, and meet applicable state vehicle safety and emission inspection requirements for buses. All bus maintenance and repair work shall be performed off of !INSERT NAME OF CENTER OR INSTALLATION! unless otherwise authorized by the Contracting Officer in a location specified by the Contracting Officer. Bus operator's daily safety and operational checks may be performed in the designated on-site parking area. Additionally, the Contractor shall:

- <u>a</u> Ensure that all buses provided for use in this contract are maintained in a clean condition, including but not limited to sweeping buses clean at least daily, removing all trash and maintaining clean all windows (inside and outside surfaces), seats and bus exteriors.
- <u>b</u> Have qualified personnel inspect the buses used in the performance of this contract to ensure that they are mechanically safe;
- OPTIONAL DEPENDING ON CLIMATE! Ensure that all buses are equipped with properly working heating systems that provide an even temperature throughout the bus of not less than !INSERT NUMBER, SAY 50! degrees Fahrenheit and a defroster for the windshield when heating is required and a properly working air conditioning system sufficient to provide an even temperature of !INSERT NUMBER, SAY 80! degrees Fahrenheit or less throughout the bus when cooling is required;
- Provide replacement buses as necessary to maintain schedules when vehicles are ordered to be taken out of service by the Contracting Officer. The Government reserves the right to inspect the Contractor's buses periodically to ensure that they are safe, clean, mechanically sound or otherwise meet the requirements of this PWS.
- (2) Vehicle Management. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide vehicle management services in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and the requirements of this subsection. The Contractor shall provide all management, supervision, personnel, materials and equipment necessary to provide to the requiring activity all vehicular support as required by the SOW. All vehicles shall be of the appropriate type for their intended use, be clean and in good condition, and delivered on time at their intended location. The Contractor shall be attendant to the full range of vehicular support, including but not limited to, dispatching and scheduling services, inventory control, road/service calls, and equipment lease and rental service as required. The Contractor shall provide these services in accordance with the Government-approved Operations Procedures Plan (paragraph C.31.e.) and other statutory and other guidance referred to in Attachment J-H-1.
  - (a) <u>Dispatching Services</u>. The Contractor shall provide a single telephone number for the receipt of all dispatching calls during the normal dispatching work hours of !INSERT TIME to INSERT TIME and DAYS OF THE WEEK!. Dispatcher calls shall be considered received at the time the telephone call is received by the Contractor. A dispatcher fully familiar with the dispatching functions and the scope of this contract shall answer all telephone calls within !INSERT NUMBER! seconds. After normal

working hours the caller shall be automatically transferred to a responsible individual charged with accepting after hour emergency calls, such as the Duty Officer or Security Desk Sargent, as designated by the Contracting Officer. An average of !INSERT NUMBER! dispatching actions have taken place over each of the past two years. See Attachment J-C8-31H for historical data on dispatching services provided during FY 199X and FY 199Y.

Timeliness. The Contractor shall maintain telephone and radio coverage attentive to the customers' needs during normal dispatching hours of operations. The Contractor's dispatcher shall be the customer's central point of contact for all vehicle and transportation requirements, including coordination of emergency road and/or towing services as required.

### <u>2</u> <u>Procedures</u>.

- <u>a</u> Check-in/ Check-out Inspections. The Contractor shall perform check-out and check-in inspections of all vehicles and equipment dispatched by the Contractor. Each inspection shall be made in the presence of the operator and all discrepancies shall be noted on the inspection form generated by Contractor. The Contractor shall ensure that all vehicles and equipment are clean and in a safe and serviceable condition and that returned vehicles have sustained no damage other than normal usage wear and tear.
- <u>b</u> <u>Trip Tickets</u>. The Contractor shall issue Equipment Dispatch Authorizations (i.e., Trip Tickets), !INSERT NOMENCLATURE AND FORM NUMBER, IF APPLICABLE!, for all vehicles and equipment leaving the confines of !INSERT NAME OF CENTER OR INSTALLATION! See Attachment J-C6-31A for a copy of the Trip Ticket. The Contractor shall follow the procedures outlined in !INSERT NAME AND NOMENCLATURE OF THE POLICY MANUAL PROVIDING TRIP TICKET GUIDANCE! On return of the vehicle, the Contractor shall collect the trip ticket from the operator and enter all data into an electronic historical dispatch file. This data and hardcopies of the trip tickets shall be turned over to the Contracting Officer at the completion or termination of the contract.
- <u>Dispatch Log</u>. The Contractor shall control and maintain up to date a Motor Vehicle Dispatch Log on all vehicles and equipment dispatched from the dispatcher-controlled motor pool. The purpose of the log is two-fold: first, to maintain an official, historical record of all motor pool assignments and second, to determine the actual utilization requirements of those vehicles and units of equipment. See Attachment J-C6-31A for the data and format requirements of the Dispatch Log.
- <u>d</u> <u>Energy Conservation</u>. The Contractor shall ensure that dispatchers are instructed to be conscious of the Government Fuel Conservation Program, to assign vehicles most suitable for their intended need, and to consolidate trips whenever possible.

- (b) Vehicle Pickup and Delivery Service. The Contractor shall coordinate GSA vehicle acquisitions and provide delivery and pickup service for GSA vehicles requiring exchange, termination, preventive maintenance, repair or other action as requested by the Contracting Officer. During each of the past two years !INSERT NUMBER! hours were required to provide these services.
- (c) Vehicle and Equipment Inventory. The number, types and other applicable data of the vehicles and mobile equipment that the Contractor is responsible for managing is provided in Attachment J-C42-31. This inventory may vary by as much as plus/minus (+) !INSERT NUMBER! percent as part of the firm, fixed-price work. Vehicles and equipment removed from the fleet for survey (disposal), transfer, etc., are considered to be removed from the contract. Fleet size shall be based on the actual quantity of vehicles and equipment in the contract at a given time and is not a cumulative total of the vehicles and equipment maintained throughout the duration of the contract.
- (d) Vehicle and Equipment Replacement. Each Vehicle and unit of equipment pending removal from the fleet and its designated replacement shall be counted as a single unit for inventory purposes. Unless directed by the Contracting Officer, vehicles and equipment pending disposal or transfer shall be maintained in a safe and useable condition until their disposal or transfer takes place. Any vehicle or equipment that exceeds its official life expectancy shall be maintained as if it were in its last year of life expectancy.
- (e) Licensing. The Contractor shall ensure that all operators of vehicles are properly licensed to operate those vehicles, inclusive of assigned restrictions, in the state of !INSERT NAME OF SATATE OR OTHER JURISDICTION! Operators of special purpose mobile equipment shall hold a valid US Government Motor Vehicle Operators Identification Card (SF46) and be trained and certified in operating the assigned equipment.
- (f) Vehicle Tracking Database. The Contractor shall maintain continuously the Vehicle Database described in Attachment J-C43-31. All data shall be up-to-date within one day of each vehicle and equipment assignment or transaction.

NOTE TO THE SPECIFICATION WRITER: Fuel may be provided either by the Government and managed and dispensed by the Contractor or provided, managed and dispensed by the Contractor. In most cases because of favorable Government rates, the former situation is normally preferred; however if the latter situation is chosen, then providing historical information in Attachment J-C8 is mandatory so that the Contractor can submit a fair bid inclusive of the cost of fuel. Modify the following paragraph accordingly. Also the procedures to be followed for emergency dispensing should be addressed. It is usually recommended that when after-hours emergency dispensing is required, the vehicle or equipment operator should purchase the fuel from a commercial source offsite and obtain reimbursement following established procedures.

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(g) Fuel. The !INSERT GOVERNMENT WILL or CONTRACTOR SHALL! furnish unleaded and diesel fuel as required for all Government owned vehicles and general

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purpose and special purpose mobile equipment at no additional cost to the !INSERT CONTRACTOR OR GOVERNMENT! The Contractor shall implement stringent safeguards, controls, accountability, and security of Government furnished equipment to prevent pilferage, theft, and abuse of Government furnished fuels. Fuel shall be controlled and issued at the existing Government self- service operated dispensing stations. Fuel availability shall be 100% reliable at the designated dispensing pumps during the hours of !INSERT HOURS OF OPERATION AND DAYS OF THE WEEK FOR FUEL DISPENSING.! Unless otherwise directed by the Contracting Officer, the Contractor normally will not be responsible for dispensing fuel outside of these established hours.

- (h) <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with vehicle management operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.
- (3) Vehicle Maintenance. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide vehicle maintenance and scheduling services in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and the requirements of this subsection. The Contractor shall provide all management, supervision, labor, equipment, repair parts, materials, supplies, and tools to provide transportation scheduling and maintenance support to the activity, including but not limited to, preparation for use or disposal, road/service calls, vehicle and equipment preventive maintenance, periodic safety and emissions inspections as required by the local jurisdiction, and other repairs needed to maintain the vehicles and equipment in a safe and reliable condition.
  - (a) <u>New Acquisitions</u>. The Contractor shall within !INSERT NUMBER! working days of their receipt, prepare for service all new acquisitions. This work includes but is not limited to performing detailed acceptance and warranty inspections, installation of special equipment (such as radios), preparation of documentation and the establishment of historical records, and the application of special markings and decals.
  - (b) Vehicle Disposals and Transfers. The Contractor shall, immediately prior to disposing of or transferring vehicles and equipment, remove as applicable all special equipment and markings not designated to remain with the vehicle, perform an inspection and condition assessment of the vehicle or equipment and record the results in the history files. For vehicles and equipment remaining in use pending disposition, they shall be maintained in a safe and reliable condition. Any equipment exceeding its official life expectancy shall be maintained as if it were in its last year of life expectancy.
  - (c) <u>Maintenance and Repair</u>. The Contractor shall perform inspections, maintenance, calibrations, load tests, repairs, overhaul, body work, painting and other such related tasks as set forth herein for the vehicles and equipment listed in Attachment J-C42-31. As part of the firm fixed-price work (unless specifically stated otherwise) the Contractor shall provide vehicle maintenance, calibrations and load tests in accordance with manufactures recommendations and industry standards. The Contractor shall repair, overhaul, do body work, paint and perform other major work on vehicles and equipment

as required on an indefinite quantity basis in accordance with Subsection C.13 *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* 

- Quality. When the Contractor completes work on a vehicle or a unit of equipment it shall be free of defects and missing components that would prevent it from functioning as originally intended and designed. Corrective repair and replacement work shall be carried to completion including all safety and other inspections, operational checks and full documentation. Except where otherwise noted, all replacement materials shall match existing in durability, dimensions, finish, color, design, and intended function.
- Materials. The Contractor shall provide new or factory reconditioned parts and components when practicable in providing maintenance and repair services as described herein. All replacement units, parts, components, and materials to be used in the maintenance, repair, and alteration of equipment shall be compatible with that existing equipment on which it is to be used; shall be of equal or better quality than original equipment specifications; shall comply with applicable Government, commercial, or industrial standards; shall conform to the metric system of measurement when it is most cost effective for the Government; and used in accordance with original design and manufacturer intent. If the original manufacturer has updated the quality of parts for current production, parts supplied under this contract shall equal or exceed the updated quality.
- (d) <u>Tow Truck (Wrecker) Service</u>. This service shall consist of towing disabled vehicles and removing improperly parked vehicles (including non-Government vehicles) when requested by police or authorized Government representative. Wrecker service shall be provided seven (7) days per week, 24 hours per day on an indefinite quantity unit-price basis and shall be ordered and performed in accordance with Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* During regular work hours tow truck service shall be provided at the work site within !INSERT NUMBER! of minutes following the request for service. Tow truck service after regular work hours shall be provided at the work site within !INSERT NUMBER! !INSERT MINUTES OR HOUR(S)! following the request for such services.
- (e) Oversized Equipment Repair. There are some large units of special purpose equipment that may not physically fit into the service bays provided in this contract. If the Contractor elects to take these vehicles off !INSERT NAME OF CENTER/ INSTALLATION! for maintenance or repairs, the Contractor shall be responsible for the equipment's security and for their conveyance between their normal place of operations and the off-site maintenance or repair facility.

|\*

NOTE TO SPECIFICATION WRITER: There are several ways to handle service calls, ranging from response to all calls for all equipment and vehicles (very expensive!) to no service calls and leaving the operator to the operator's own resources and a credit card (very inexpensive!). A compromise position that is often adopted is for the Contractor to provide emergency road service for heavy and specialized equipment within a given radius of the Center. For heavy and specialized equipment beyond that radius, it is often more economical for the dispatcher to contact

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- (f) <u>Service Calls</u>. The Contractor shall respond to phone-in service calls during normal duty hours, in support of this contract. Service calls are limited to heavy and specialized equipment within a !INSERT NUMBER! -mile radius from !INSERT NAME OF CENTER OR INSTALLATION! The Contractor shall respond to after hours service calls on the next working day unless the delay results in unsafe conditions or extraordinary conditions mandate an immediate response. Service calls shall be ordered on an indefinite quantity, unit price basis and performed in accordance with Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* See Attachment J-C8-31I for historical data on the service calls made during each of the past two years.
  - 1 Tow Truck (Wrecker) Service. See paragraph C.31.j.(3)(d) above.
  - <u>Road Service</u>. Road service includes, but is not limited to jump starting and/or replacing batteries, repairing and/or changing tires and performing minor repairs and adjustments necessary to return the equipment to an operational status.
- (g) <u>Vehicle Tracking Database</u>. The Contractor shall maintain continuously the Vehicle Database described in Attachment J-C43-31. All data shall be up-to-date within one day of each vehicle and equipment assignment or transaction.
- (h) <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with vehicle maintenance and scheduling operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.
- k. <u>Delivery Services</u>. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide on-site delivery services in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and the requirements of this subsection. The Contractor shall provide all resources and management for a comprehensive delivery program. All activities shall be performed in accordance with NPG 6000.1 (series), and with applicable Federal, State, and local regulations. The Contractor shall perform all related functions such as work control, scheduling, customer support, development and maintenance of internal operating procedures, and systems, data gathering, records maintenance, report preparation, and problem follow-up and resolution. The contractor shall be responsible for developing internal operations procedures, keeping current centralized logistics records, monitoring, directing, and reporting on the progress of work being accomplished throughout the logistics organization. These contract requirements shall be performed in

accordance with the frequencies and procedures contained in the Government-approved Operations Procedures Plan (paragraph C.31.e.) and as required by this PWS.

- (1) Mail Service. The Contractor shall provide mail services to include sorting, processing, preparing, and delivering mail within !INSERT NAME OF CENTER OR INSTALLATION!. The term "mail" as used herein is !INSERT NAME OF CENTER OR INSTALLATION! inter-office messenger envelopes, individual sheets, pamphlets, and parcels. The type of mail includes first and fourth class, air, pouch, priority, special delivery, express, registered, certified, insured, Privacy Act, and Freedom of Information materials. The Contractor shall process approximately !INSERT NUMBER! pieces of incoming mail, !INSERT NUMBER! pieces of outgoing mail, and internal mail associated with an !INSERT NAME OF CENTER OR INSTALLATION! complement of approximately !INSERT NUMBER! personnel on an annual basis. The Contractor shall also be responsible for the maintenance of the assigned mail stops/delivery points and opening unidentified mail to determine the identity of the recipient.
  - (a) Compliance. The Contractor shall comply with United States Code (USC) Title 39, s401, et seq. and s601 et seq.; CFR Title 39, Chapter I, Subchapter E; USC Title 18, s1691, et seq.; United States Postal Service (USPS) Domestic Mail Manual, as revised; USPS International Mail Manual, as revised; Handling of Correspondence and Information from the Executive Office of the President, NPD 1450.12 (series), the NASA Mail Management Guide, as revised, and other applicable references listed in Attachment J-H-1.
  - (b) Mailing: The contractor shall process all in-bound and out-bound mailings within !INSERT NUMBER! working hours and apply bulk pre-sort mailings when appropriate. The Contractor shall coordinate all callback mailing and account for tracking cost associated with same. The Contractor shall coordinate mailing efforts with the Transportation Officer and the Shipping Section to determine the most cost-effective mode of transportation.
  - (c) Mail Schedule: The Contractor shall perform !INSERT NUMBER! daily (Monday Friday) scheduled mail/package pick-up, delivery, and distribution to the U.S. Post Offices located at !INSERT LOCATION OF POST OFFICE! and to approximately !INSERT NUMBER! on-site mail stops and !INSERT NUMBER! delivery points. The Contractor is required to process regular incoming receipts within a !INSERT NUMBER! -day period and priority receipts within !INSERT NUMBER! -hour of receipt. The Contractor shall process routine outbound mail shipments within !INSERT NUMBER! workdays, priority shipments within !INSERT NUMBER OF HOURS! and deliver priority mail within !INSERT NUMBER! hours of receipt. See Attachment J-C44-31 for a list of mail stops, delivery points and floor plans with their locations.
  - (d) <u>Database Tracking</u>: See also paragraph C.31.d., *Documentation*. The Contractor shall establish and maintain an electronic database to track, control, and record all daily transactions. In addition, the Contractor shall maintain daily, weekly and monthly logs for all outbound mailings.

- (e) <u>Security Clearance</u>: The Contractor is required to maintain a SECRET level security clearance for classified inbound and outbound shipments, including registered and certified mail.
- (f) Off-site Hauling Services. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide scheduled off-site hauling services in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and the requirements of this subsection. Unscheduled off-site hauling services are indefinite quantity and shall be performed in accordance with Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.
- (2) <u>Furniture Pickup and Delivery</u>. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide furniture pickup and delivery services in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and the requirements of this subsection. The service shall include assembling and disassembling modular, component-type furniture associated with approximately !INSERT NUMBER! unit-moves per year. A "unit" is defined as !INSERT AS DEFINITION OF A MODULAR UNIT, SUCH AS A STAND-ALONE DESK, MODULAR DESK-CABINET-PARTITION COMPONENT, DESK CHAIR, ETC.). See Attachment J-C8-31J for furniture pickup and delivery service statistics for the past two years.
  - (a) <u>Assemble, Pick-Up and Delivery</u>. The Contractor shall uncrate and assemble new furniture prior to delivery, pick-up and return excess furniture to !INSERT WAREHOUSE, ETC., LOCATION! Historically, there have been approximately !INSERT NUMBER! furniture pick-ups/deliveries during each of the last two years, respectively. See Attachment J-C8-31J.
  - (b) Moving Schedule. The Contractor shall develop weekly and maintain up to date a schedule of known furniture moves for the upcoming weeks. The Contractor shall schedule and coordinate with the customer the furniture moves so as to cause the least amount of disruption to the customer and shall follow the procedures included in the Government-approved Operations Procedures Plan (paragraph C.31.e.).

(c) <u>Tables and Chairs Delivery and Set-Up</u>. The Contractor shall store, deliver, and set-up tables and chairs for meetings, conferences, training classes, and other types of events at !INSERT NAME OF CENTER OR INSTALLATION!.

Events are primarily held at !INSERT BUILDING NUMBER(S) OF CONFERENCE CENTER, TRAINING FACILITY, ETC.! During each of the past two years there have been !INSERT NUMBER! requests for table and chair deliveries and set-up, at an average of !INSERT NUMBER! requests per month and requiring !INSERT NUMBER! work-hours per year.

- (d) <u>Database Tracking</u>. The Contractor, in accordance with paragraph C.31.d. *Documentation*, shall establish and maintain up-to-date an electronic database to track, control, schedule, and prepare reports for all furniture moves. Data shall be entered into the database within one working day of each furniture move. The database file is the property of the Government and shall be turned over to the Contracting Officer on completion or termination of the contract.
- (3) <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with on-site delivery operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.

## 1. Excess Property Management.

- (1) Excess Property Disposal. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide excess property disposal services in accordance with Subsection C.12., General Requirements and Procedures for Recurring Work and the requirements of this subsection. The Contractor shall provide all labor, equipment and materials necessary to implement NASA's property disposal management program. This effort involves pick up, receiving, screening, warehousing displaying, accounting, reporting, donating, selling, scrapping, abandonment/destruction, redistributing, and shipping preparation for as many as !INSERT NUMBER! line items per month of excess property. In the furtherance of this effort, the Contractor shall maintain and reconcile !INSERT NAME OF CENTER OR INSTALLATION! property records, perform all related system transactions and prepare reports using the NASA Property Disposal Management System (NPDMS). The Contractor shall be subject to special audits, vulnerability assessments, and functional/internal control reviews conducted by various Government review teams, such as the Government's General Accounting Office (GAO), NASA Office of Inspector General (OIG), NASA supply and equipment management functional review teams, or any other NASA review teams.
  - (a) Metals Pick-up. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide metals pick-up services to deliver recyclable metal to the redistribution and utilization facility at !INSERT LOCATION!. Metals shall be processed by the Contractor in accordance NPG 4300.1 (series), NASA Personal Property Disposal Manual, and the following paragraphs.
    - <u>Precious Metals</u>. The handling of all precious metals shall be in accordance with NPG 4300.1 (series), NASA Personal Property Disposal Manual, and Federal Property Management Regulations, Subpart 101-42.3, Recovery of Precious Metals and Critical Materials, and the following paragraphs.
    - Upon pick-up/receipt of precious metals the Contractor shall record the required information from the turn-in document into a precious metals logbook. Historically, there are approximately !INSERT NUMBER! pick-ups annually.
      - <u>a</u> All precious metals shall be secured in a designated area.

- <u>b</u> The Contractor shall conduct a monthly inventory of all precious metals or precious metal-bearing materials and verify the count with the logbook. Any deviation shall be reported within !INSERT TIME! to the Contracting Officer.
- <u>c</u> The Contractor shall prepare, complete and submit to the Contracting Officer an annual report of the Activities Generating Precious Metals not later than !INSERT DATE! of each year.
- Non Precious Metals. These metals shall be documented, picked-up and transported to the designated disposal site within !INSERT NUMBER! hours of receipt of the request. Historically, there are approximately !INSERT NUMBER! pick-ups annually.
- (b) <u>Pickup of Excess Property</u>. The Contractor shall ensure that excess property has proper documentation, is picked up and transported to the designated disposal site within !INSERT NUMBER! hours of receipt of the request. Historically, there are approximately !INSERT NUMBER! controlled and !INSERT NUMBER! non-controlled excess pick-ups annually.
- (c) <u>Receiving and Warehousing</u>. Within !INSERT NUMBER! hours of receipt of metals and excess property, the Contractor shall ensure that proper documentation is received for each lot or item of excess property, each computer hardware equipment is softwarefree, NPDMS inputs are entered error-free, and excess metals and property are racked, warehoused, sorted, etc. to facilitate proper screening and transfers.
- (d) <u>Scrap</u>. The Contractor, within !INSERT NUMBER! weeks of receipt of property identified as scrap or salvage, shall complete the disposal process in accordance with NPG 4300.1 (series), *NASA Personal Property Disposal Manual*. The disposal process includes, but is not limited to, receiving, inspecting, reporting for classification determination, staging for redistribution or sale, maintaining and managing scrap yard and all scrap and salvage property. Historically, approximately !INSERT NUMBER! line items of scrap material are processed annually. See Attachment J-C8-31K for scrap disposal historical information.
- (e) <u>Abandonment and Destruction</u>. The Contractor shall process all requests to abandon or destroy property in accordance with the NPG 4300.1 (series), *NASA Personal Property Disposal Manual*. The disposal process includes, but is not limited to, screening NASA wide for possible reutilization, and if property is not reutilized, reporting it on NF 812 for a Property Disposal determination of its abandonment or destruction, as appropriate. Historically !INSERT NUMBER! requests to abandon or destroy property are processed each year.
- (f) <u>Hazardous Material</u>. The Contractor is not authorized to receive and store any hazardous material for disposal. When a request is made to turn-in this type of material, the Contractor shall advise the requester to contact the NASA Environmental Office for disposition. The Contractor, with minimal handling, shall process for redistribution only those unused chemicals that are still effective and not deemed hazardous. Historically, approximately !INSERT NUMBER! hazardous material line items are

- received and processed per year. See Attachment J-C8-31L for a list of hazardous material received and processed in !INSERT YEAR(S)!.
- (g) Regulatory Factors. The Contractor shall manage all !INSERT NAME OF CENTER OR INSTALLATION! disposal operations in accordance with the current *NASA Personal Property Disposal Manual*, (NPG 4300.1 series), Code of Federal Regulations 41 (CFR 41) subchapter H *Utilization and Disposal*, and local government procedures. The Contractor shall inform all !INSERT NAME OF CENTER OR INSTALLATION! personnel of the proper disposal procedures through !INSERT ELECTRONIC MAIL, NEWSLETTERS, ETC!. The Contractor shall identify any artifact of possible historic interest and shall dispose of it in accordance with NPD 4310.4 (series).
- (h) <u>Database Control</u>. The NASA Property Disposal Management System (NPDMS) is a system developed and prescribed to manage NASA excess property for use throughout the Agency. The Contractor shall maintain the data integrity of the NPDMS by implementing a control process that ensures only the NASA Property Disposal Officer (PDO) authorized users can access the system. The Contractor is required to use and maintain the NPDMS to perform disposal functions in accordance with NPG 4300.1 (series). This requirement applies to any future database systems prescribed for these purposes. This requirement also shall include any Federal Agency-wide system, which may be developed to consolidate all government excess inventories to facilitate screening.
- (i) NPDMS Testing, Processing, Configuration Changes and Improvements. The Contractor shall identify and perform all NPDMS testing requirements, control processing, configuration changes and improvements at the request of the Contracting Officer. Each NPDMS test may require between !INSERT NUMBER! and !INSERT NUMBER! test points. This work is of an indefinite quantity and shall be performed in accordance with Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.
- (j) <u>Documentation</u>. The Contractor shall prepare as necessary, administer, and process all documentation associated with excess property disposal operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.
- (2) Excess Property Sales. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide excess property sales services in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and the requirements of this subsection. The Contractor, within !INSERT NUMBER! hours of receipt of a !INSERT NOMENCLATURE AND FORM NUMBER! shall screen government excess inventory to determine the availability of the items requested. Historically, approximately !INSERT NUMBER! requests are processed annually.
  - (a) <u>Publicity</u>. The Contractor shall maintain a Disposal Office webpage updated within !INSERT NUMBER SUGGEST (7)! calendar days at any time describing the services provided and a listing of the excess equipment available in inventory.

- (b) <u>Want List</u>. The Contractor shall maintain a current "Installation Want List" from requests received from prospective users. The list shall include the name, address and telephone number of the person wanting the property and the commercial description of the wanted property. Within !INSERT NUMBER! working days of the property becoming available, the Contractor shall inform the requestor.
- (c) Other Federal Agency/Other Government Agency (OFA/OGA) transfers and Inter-Agency Re-utilization Requirements. The Contractor shall process all OFA/OGA and inter-agency transfers of excess property and shall complete the transfer within !INSERT NUMBER! working days of receipt of a properly completed transfer document. The transfer process includes updating the NPDMS to reflect each disposal action and shipping arrangements, where appropriate. The Contractor shall accept all property freeze orders on a first-come, first-serve basis; however, no item may be frozen for a period in excess of !INSERT NUMBER! working days unless approved by the PDO. Historically, approximately !INSERT NUMBER! transfers to other NASA field installations and !INSERT NUMBER! transfers to OFA/OGA are processed annually. See Attachment J-C8-31M for a listing of transfers in !INSERT YEAR(S)!.
- (d) Donations. NASA, agency-wide, participates in the Stevenson-Wydler Innovation Act of 1980 ("Computers for Learning Program" for computer and laboratory equipment donations to schools) and the Executive Order 12999 of 1996 (equipment donation to non-profit organizations). The Contractor shall, in accordance with the NPG 4300.1 (series), NASA Personal Property Disposal Manual, employ and maintain an effective means to make the government donation programs known and encourage active participation by the prospective eligible recipients in such programs. The Contractor shall outreach to schools (especially those which are economically deprived and underrepresented schools) throughout the State of !INSERT NAME OF STATE OR GEOGRAPHIC REGION! and update and distribute donation program information packages. Historically, approximately !INSERT NUMBER! information packages are distributed annually. The Contractor shall register and assist school representatives and maintain files of the prospective recipients who screen/receive government property and shall prepare all the necessary documents to effect the title transfer. The Contractor shall record all transfers accurately in the NPDMS and maintain records of all related documents/reports. The Contractor shall complete all disposal transaction/removals within !INSERT NUMBER! working days of receipt of request of property. Historically, approximately !INSERT NUMBER! schools are registered for the donation program and !INSERT NUMBER! items are donated to !INSERT NUMBER! schools annually. See Attachment J-C8-31N for list of schools and donated items for !INSERT YEAR(S)!.
- (e) <u>Sales</u>. The Contractor shall provide labor, equipment and materials to support the General Services Administration (GSA) in conducting sales or conduct sales independent of GSA of excess property in accordance with the Code of Federal Regulations 41 Subchapter H, *Utilization and Disposal*, and the NPG 4300.1 (series), *NASA Personal Property Disposal Manual*. The Contractor shall perform all aspects of sales preparation including, but not limited to, advertising, collection and evaluation of bids, and documentation, lotting, providing assistance to screeners and buyers and the

preparation and processing of documentation. The Contractor shall conduct a sale on an !INSERT NUMBER! to !INSERT NUMBER! week cycle, or as storage and warehouse availability permits. All sales shall be coordinated with the PDO. Historically, approximately !INSERT NUMBER! line items of excess property were sold annually. The estimated schedule for future GSA auctions are !INSERT NUMBER! per year. This work is of an indefinite quantity and shall be performed in accordance with Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* 

(f) <u>Documentation</u>. The Contractor shall prepare as necessary, administer and process all documentation associated with excess property sales operations in accordance with the procedures and schedules in the Government-approved Operations Procedures Plan (paragraph C.31.e.), paragraph C.31.d., *Documentation*, and Attachment J-C6-31A.

**END OF SUBSECTION C.31** 

### SECTION J: LIST OF ATTACHMENTS FOR SUBSECTION C.31

NOTE TO SPECIFICATION WRITER: The numbering system used below is an extension of the system used in Section J, *List of Attachments* (March 1997, NASA GPWS For COSS). The attachments listed below should be combined with or added to the appropriate attachments from the March 1997, NASA GPWS For COSS Attachment J to form a complete document. Examples of attachments to include in the completed document are Attachment J-1, *Department of Labor Wage Determination*, J-C1, *Inventory of Buildings, Structures, Equipment, and/or Systems*, J-C2, *Government Furnished Facilities*, J-C3, *Government Furnished Equipment*, J-C4, *Government Furnished Material*, J-C5, *Contractor Furnished Material*, etc.. The user should add, modify or delete attachments as required to support the contract being prepared and include those Attachments marked "\*", as required.

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## **ATTACHMENT J-C6-31A**

## LIST OF REQUIRED RECORDS AND REPORTS

!********	******	*******	******	*****
NOTE TO SPECIFICATE Center/Installation will re contract covered in Subse have for its operation, ren sample formats for record ************************************	quire the Contractor to position C31. Include only nembering each requirer s or reports.	provide for the general those items that the continuous to the	l management of Center/Installating the contract. Als	of the ion must so attach any
l. Records (Contractor Re	esponsibility).			
SPECIFICATION REFERENCE	REPORT TITLE	WHEN <u>SUBMITTED</u>	SUBMITTED TO	SAMPLE <u>ATTACHED</u>
Reports (Contractor Research     SPECIFICATION	esponsibility). REPORT	WHEN	SUBMITTED	SAMPLE
REFERENCE	TITLE	SURMITTED	TO	ATTACHED

(By Capital/Sensitive Code)

#### **ATTACHMENT J-C6-31B**

#### PERSONAL PROPERTY MANAGEMENT REPORTS

NOTE TO SPECIFICATION WRITER: Below is an example of personal property management reports. The specification writer should review this example and revise/replace reports in this example to meet Center/Installation requirements. **EXAMPLE REPORT TITLE FREQUENCY DUE DATE** RECIPIENT \* **NUMBER** CYCLIC REPORTS - The Contractor shall ensure that the following NEMS-generated reports are appropriately distributed as shown below. 130 Loaned (IN) Equipment Expiration Report 1st day of the following mo-All Property Custodians monthly 131 Loaned (OUT) Equipment Expiration Report 1st day of the following mo. All Property Custodians monthly 132 Leased (IN) Equipment Return Candidate List 1st day of the following mo. All Property Custodians monthly 133 Leased (OUT) Equipment Return Candidate 1st day of the following mo-All Property Custodians monthly List Borrowed Equipment Return Candidate List All Property Custodians 134 monthly 1st day of the following mo-136 Leased Equipment Not Subject to Capitalization monthly 1st day of the following mo-All Property Custodians monthly (Fiscal) 137 Off-Site for Repair Report 1st day of the following mo-All Property Custodians 170 Items Found on Station 1st day of the following mo-All Property Custodians monthly ON-LINE/ON-REQUEST REPORTS - The Contractor shall generate and make appropriate distribution of the following NEMS-generated reports. 30 **Custodian Monthly Transaction Report** 1st day of the following mo-All Property Custodians monthly Semi-annual Transaction Statistical Report 1st day of the following mosemi-annually **SEMO** Custodian Account Property Report 140

on request

Equipment staff

REPORT NUMBER	TITLE	FREQUENCY	DUE DATE	RECIPIENT *
141	Custodian Account Property Report (By ECN)	on request		for use by Equipment staff
180	Global Change Report	each occurrence		SEMO
990P2	20% Sensitive Item Inventory	on request		NEMS control
200	Capital Equipment Type Account Report	monthly (fiscal)	1st day of the following mo.	Financial Mgm't Office
400	Financial Reconciliation Summary	monthly (fiscal)	1st day of the following mo.	Financial Mgm't Office
410	1324 - Capital Equipment	semi-annually	1st day of the following mo.	SEMO
780	Loaned Out Equipment Verification List	on request		All Property Custodians
NF1602	NEMs-1 by single ECN	on request		All Property Custodians
900	Items Held in Storage	monthly		All Property Custodians
910	Custodian Table Report	on request		All Property Custodians
920	User Table Report	on request		All Property Custodians
990P2	20% Sensitive Item Inventory With Sort Option	on request		NEMS Control
997	Verification List for Loan Renewals > 360 days	on request		All Property Custodians
ME101P25	NEMS Non-Coad TC 25 Register	monthly (fiscal)	1st day of the following mo.	Financial Mgm't Office
ME101P	NEMS Non-Coad Transaction Register	monthly (fiscal)	1st day of the following mo.	Financial Mgm't Office
MER300A	NEMS Equip. List by Item Name/Mfg Model #	monthly	1st day of the following mo.	NEMS Control
MER301A	NEMS Equip, List by Mfg Model #/Mfg. Code	monthly	1st day of the following mo.	NEMS Control
NEMS IN	VENTORY SYSTEM - The Contractor shall gen the performance	erate and make appropriate of equipment physical i		rated reports necessary in
750	Due Learnest and Due of the Common Due of			
750	Pre-Inventory Property Summary Report		2 days fallowing assured	All Duamants Createdians
753	by Custodian Account	on request	2 days following request	All Property Custodians
760	Custodian Inventory Statistical Summary	on request	2 days following request	All Property Custodians
700	Custodian Account Missing Items Report		2 days fallowing as avest	All Duamants Createdians
	(or Inventory Underage Discrepancy Report)	on request	2 days following request	All Property Custodians

REPORT NUMBER	TITLE	FREQUENCY	DUE DATE	RECIPIENT *			
	REPORTS SUBMITTED TO SEMO - The Contractor shall prepare and complete the following reports and submit them to the SEMO no later than the required due dates.						
	rater t	nan me required due date	25.				
761	Custodian Account Overage Items Report						
	(or Inventory Overage Discrepancy Report)	on request	2 days following request	All Property Custodians			
762	Items In Correct Account, Scanned in	-		¥ •			
	Location Diff Than Assigned Location or						
	(Inventory Location Change Report)	on request	2 days following request	All Property Custodians			
763	Inventory Matched Items Report	on request	2 days following request	All Property Custodians			
766	Post Inventory Custodian Account Property	on request	2 days following request	All Property Custodians			
	Report	_					
769	Inventory Location Not Change Report	on request	2 days following request	All Property Custodians			
N/A	General NEMS Statistical Information	monthly	1st day of the following mo.	SEMO			
X	NEMS/COAD Reconciliation Report	monthly (fiscal)	1st day of the following mo.	SEMO			
X	Supply and Equipment Operations Report						
	NASA Form 1324	semi-annually	April 15 & Oct 15 of ea. yr	SEMO			
N/A	Results of Equipment Physical Inventory	annually	April 15 of each year	SEMO			
N/A	Results of Annual Equipment Walk-Through	annually	April 15 of each year	SEMO			
X	Utilization Reviews	annually	April 15 of each year	SEMO			
X	Annual Report of Property Provided to						
	Non-Federal Recipients	annually	April 15 of each year	SEMO			
N/A	Performance Measures	semi-annually	April 15 & Oct 15 of each yr	SEMO			
N/A	Annual Survey Status Report	annually	April 15 of each year	SEMO			
	Report of Equipment Physical Inventories						
	& Results of Surveys during Calendar Yr.	annually	April 15 of each year	SEMO			
* CEM	O NACA Comply and Equipment Manager 1	Ott:					
. DEM	O - NASA Supply and Equipment Management (	JIIICT					

### **ATTACHMENT J-C8-31A**

### SHIPPING AND RECEIVING HISTORICAL DATA

!\*

NOTE TO SPECIFICATION WRITER: Below are <u>examples</u> of shipping and receiving historical data. The specification writer should review these examples and revise/replace columns to match Center/Installation requirements/data. The specification writer should provide data on more than one year if available and representative of contract requirements.

This shipping and receiving information is provided as historical data for information purposes only and is included to indicate the approximate shipping and receiving order of magnitude, transportation types used, and seasonal trends in the workload.

### **SHIPPING DATA - FY 97**

Month	Shipments	Pcs.	Weight	Hazmat	Air	Surface	GBL	Domestic	Internat.
Oct	206	486	306,620	18	166	40	40	180	26
Nov	300	391	114,378	29	245	55	15	271	29
Dec	250	326	149,777	21	206	44	15	223	27
Jan	300	446	218,721	8	261	39	10	267	33
Feb	250	291	55,376	11	216	34	15	227	23
Mar	300	442	190,982	7	258	42	19	266	34
Apr	300	368	60,856	21	268	32	17	273	27
May	350	463	53,784	11	312	38	12	319	31
Jun	350	525	260,726	14	300	50	33	314	36
Jul	250	301	72,531	15	212	38	28	225	25
Aug	200	259	70,682	15	176	24	19	177	23
Sep	250	316	202,152	11	213	37	26	222	28
Totals	3,306	4,614	1,756,585	181	2,833	473	249	2,964	342

## **RECEIVING DATA - FY 97**

Month	Disposal	Direct to User	Stock	J.I.T.	Monthly total	Surface	Air	GBL/Collect
	Rec's.							
Oct	539	1,595	113	0	2,247	1,950	297	18
Nov	0	1,113	218	777	2,108	1,871	237	15
Dec	50	1,443	219	745	2,457	2,208	249	16
Jan	226	1,038	120	1,365	2,749	2,508	241	8
Feb	232	1,441	174	1,518	3,365	3,071	294	13
Mar	268	2,098	118	1,661	4,145	3,643	502	10
Apr	591	1,711	288	1,648	4,238	3,787	451	15
May	378	1,662	251	1,683	3,974	3,492	482	14
Jun	873	1,688	223	1,515	4,299	3,766	533	11
Jul	240	1,607	236	1,645	3,728	3,299	429	12
Aug	325	1,816	162	1,463	3,766	3,316	471	21
Sep	323	2,393	175	1,319	4,210	3,797	413	18
Totals	4,045	19,605	2,297	15,339	41,286	36,708	4,599	171

### **ATTACHMENT J-C8-31B**

### PROPERTY SURVEY HISTORICAL DATA

This property survey information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends in the property survey workload.

YEA	R	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1996	5	4	2	5	6	4	3	8	1	9	10	3	5	60
1997	7	3	4	6	8	3	1	5	3	12	4	4	3	56

### **ATTACHMENT J-C8-31C**

## PERSONAL PROPERTY DECALING AND BARCODING HISTORICAL DATA

NOTE TO SPECIFICATION WRITER: Include personal property decaling and barcoding historical data covering more than one year if available and representative of contract requirements. The specification writer should review this example and revise/replace columns to match Center/Installation requirements/data.

This personal property decaling and barcoding information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends in the workload.

Org. Code	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A	0	0	2	0	0	0	0	1	0	0	0	0
AA	5	3	11	3	8	6	3	8	9	8	0	2
AD	10	4	0	0	14	3	11	24	7	1	10	8
С	0	0	3	0	0	2	0	0	0	0	0	0
CF	2	4	4	10	0	6	0	0	2	4	0	0
D	0	2	1	1	12	1	3	6	2	1	0	0
DE	0	0	0	0	2	0	0	0	0	0	0	0
I	0	9	1	0	1	0	2	1	0	0	0	0
IC	5	17	16	16	35	17	16	8	32	11	15	0
IN	12	13	29	8	5	15	13	0	93	14	16	4

!ETC!

### **ATTACHMENT J-C8-31D**

# CUSTODIAL STORAGE WITHDRAWAL AND DELIVERY HISTORICAL DATA

NOTE TO SPECIFICATION WRITER: Include custodial storage withdrawal and delivery historical data covering more than one year if available and representative of contract requirements. The specification writer should review this example and revise/replace columns to match Center/Installation requirements/data.

This custodial storage information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends in the custodial storage withdrawal and delivery workload.

MONTH	WITHDR	RAWALS	DELIVI	ERIES
	FY-96	FY-97	FY-96	FY-97
JAN	3	4	1	4
FEB	7	3	5	2
MARCH	2	4	0	3
APRIL	3	4	2	4
MAY	2	4	0	4
JUNE	0	1	0	0
JULY	4	5	3	3
AUG	8	3	6	1
SEPT	2	3	1	2
OCT	0	2	0	0
NOV	3	2	3	1
DEC	0	1	0	1
TOTAL	34	36	21	25

### **ATTACHMENT J-C8-31E**

# ANNUAL WALK-THROUGH INSPECTION HISTORICAL DATA

This annual walk-through inspection information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude involved in the annual walk-through inspection.

ORG.	LINE
CODE	ITEMS
A	34
AA	1,440
AD	1,224
AF	3,149
AO	7,637
AP	661
C	30
CF	357
CR	79
D	151
DE	27
DK	92
DL	53
DO	16
DQ	573
DX	422
I	49
IC	1,795
IN	2,377
IS	4,594
IZS	336
J	54
JA	446
JE	2,550
JF	1,527
TOTAL	29,673

ORG.	LINE
CODE	ITEMS
CODE	HEMS
77.7	206
JH	386
JI	1,170
JM	998
JP	436
О	24
OF	35
OP	3,866
PM017	519
S	129
SF	2,170
SG	1,527
SL	3,138
SS	2,555
ST	3,112
Y	10
YA	23
YB	731
YF	174
YR	61
YS	496
YZ	102
N	20
T	39
W	86
,,	
ТОТАТ	21.007
TOTAL	21,807

### **ATTACHMENT J-C8-31F**

### LAUNDRY SERVICE HISTORICAL DATA

This laundry service historical data is provided for information purposes only and is included to indicate the approximate order of magnitude, delivery locations, and seasonal trends of laundry service.

### MONTHLY LAUNDRY SERVICE DATA

MONTH: OCTOBER 199X

#	MARK #	ORIG. CODE	LCT	SCT	SMK	COV	SHEET	SCR SUIT	PL CSE	APR	BT	SHP TWL	DR. TWL	3 X 4 MAT	4 X 6 MAT
1	21	SF				55						200			
2	106	SLO	124												1
3	123	STM	4												
4	127	AOW	51			123						10			
5	139	STR	24			2					20				
6	142	SLR	20											2	
7	200	OPE				20						12			
8	202	JMF		36		24									
10	204	AO	9	9		222	4		4						
15	216	YSX	14	6		17							68		
								!ETC!							
TOTAL	FOR OC	TOBER													

## LEGEND

LCT =	Labcoat	PL CSE =	Pillow case
SCT =	Shopcoat	APR =	Apron
SMK =	Smock	BT =	Bath towel
COV =	Coverall	SHP TWL =	Shopcoat
SHEET =	Bed sheet	DR TWL =	Doctor towel
SCR SUITE =	Scrub suite		

### WEEKLY LAUNDRY RECEIPTS FOR MARCH 199X

MARK # DATE	ORIG. CODE	LCT	SCT	SMK	COV	SHEET	SCR SUIT	PL CSE	APR	BT	SHP TWL	DR. TWL	3 X 4 MAT	4 X 6 MAT
21	SF													
3/5/97					16						122			
3/12/97														
3/19/97					10						95			
3/26/97														
TOTAL					26						217			
106	SLO													
3/5/97		70												
3/12/97														
3/19/97		65												
3/26/97														
TOTAL		135												
123	STM													

!ETC.!

### SUMMARY OF FY 199X LAUNDRY SERVICE

MONTH	LCT	SCT	SMK	COV	SHEET	SCR SUIT	PL CSE	APR	BT	SHP TWL	DR. TWL	3 X 4 MAT	4 X 6 MAT
10	1055	444	4	1233	4	24	4	46	412	222	152	6	8
11	1020	420	4	1188	4	20	4	48	426	220	146	5	9
12	823	358	2	925	2	16	2	42	386	186	130	2	2
1	958	403	3	988	2	18	2	44	328	232	138	8	6
2	1056	426	6	1245	6	22	6	46	412	222	158	4	5
3	822	459	4	1198	4	24	4	44	410	224	168	6	8
4	1250	446	3	1203	6	22	6	42	408	236	162	8	9
5	1055	420	2	1162	4	26	4	46	420	228	152	4	10
6	1102	445	5	1403	4	20	4	44	418	220	148	8	8
7	993	436	4	1209	4	18	4	44	412	218	146	6	5
8	1029	426	3	1210	2	20	2	48	422	224	158	5	6
9	1185	448	5	1250	6	22	6	46	412	226	152	9	4
TOTAL	12348	5131	45	14214	48	252	48	540	4866	2658	1810	71	80

## LAUNDRY COORDINATORS

#	MARK	ORG.	COORDINATOR	MAIL	PHONE	DELIVERY	NOTE
	#	CODE		STOP		POINT	
1	21	SL	! INSERT NAMES !	T10A	4-5719	Bldg. 221A. Rear door	
2	106	SLO		240A-3	4-4715	Bldg. 236, downstairs	
3	123	STM		234-1	4-0271	Bldg. 233, Hallway	
4	127	AOW		206-1	4-5849	Bldg. 206E Highbay	
5	139	STR		239A-3	4-5201	Bldg. 239, Rm 206	
6	142	SLR		242-3	4-1457	Bldg. 242, Bathroom	Cleaning first
							week EA. month
7	200	OPE		211-8	4-5134	Bldg. 211, Rm 144	
8	202	JMF		211-10	4-5330	Bldg. 211, Rm 160	

!ETC.!

### **ATTACHMENT J-C8-31G**

## DRY ICE HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Include dry ice delivery data for more than one year if
available and representative of contract requirements. The specification writer should review this
example and revise/replace columns to match Center/Installation requirements/data.
***************************************

This dry ice historical data is provided for information purposes only and is included to indicate the approximate order of magnitude, delivery locations, and seasonal trends of dry ice delivery.

DATE	QUANTITY	DELIVERY	LOCATION	POINT OF	TELEPHONE
	IN POUNDS	BUILDING	ROOM	CONTACT	NUMBER

## **ATTACHMENT J-C8-31H**

## DISPATCHING SERVICE HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Include dispatching service historical data covering more
than one year if available and representative of contract requirements. The specification writer
should review this example and revise/replace columns to match Center/Installation
requirements/data.
***************************************

This dispatching historical data is provided for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends of this service.

VEHICLE	VEHICLE	TRIP	DISPA	TCHED		RETU	RNED	
ID NO.	DESCRIPTION	TICKET	DATE	TIME	ESTIM	IATED	ACT	UAL
		NUMBER			DATE	TIME	DATE	TIME

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### **ATTACHMENT J-C8-31I**

# HEAVY AND SPECIALIZED EQUIPMENT SERVICE CALL HISTORICAL DATA

NOTE TO SPECIFICATION WRITER: Include heavy and specialized equipment service call historical data covering more than one year if available and representative of contract requirements. The specification writer should review this example and revise/replace columns to match Center/Installation requirements/data.

This heavy and specialized equipment service call historical data is provided for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends of this service.

FY 1998	NUN	MBER	НО	URS
MONTH	ON SITE	OFF SITE	ON SITE	OFF SITE
OCTOBER	53	79.5	62	62.5
NOVEMBER	35	49	52	79
DECEMBER	60	75	52	78
JANUARY	65	95	73	104.5
FEBRUARY	73	101	79	111
MARCH	99	148.5	72	99.5
APRIL	91	100.5	63	64
MAY	81	121.5	62	84.5
JUNE	94	135	45	65.5
JULY	91	136.5	39	56.5
AUGUST	38	28.5	70	105
SEPTEMBER	31	38.5	21	30.5
TOTAL FY 1998	811	1108.5	690	940.5

### NOTE:

For this solicitation, the maximum labor hours that can be expended per service call is as follows:

- 1. On !INSERT CENTER/INSTALLATION NAME! !INSERT NUMBER! hours.
- 2. Off !INSERT CENTER/INSTALLATION NAME! !INSERT NUMBER! hours.

213

### **ATTACHMENT J-C8-31J**

### FURNITURE MOVE, PICK-UP AND DELIVERY HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Include furniture move, pick-up and delivery historical data covering more than one year if
available and representative of contract requirements. The specification writer should review this example and revise/replace columns to
match Center/Installation requirements/data.
***************************************

This furniture move, pick-up and delivery service historical data is provided for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends of this service.

YEAR	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	TOTAL
FY 1998													
INTER OFFICE MOVES													
FURNITURE PICK—UP													
FURNITURE DELIVERY													
MONTHLY TOTAL													
FY 1997													
INTER OFFICE MOVES													
FURNITURE PICK—UP													
FURNITURE DELIVERY													
MONTHLY TOTAL													

#### **ATTACHMENT J-C8-31K**

# SCRAP DISPOSAL HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Include scrap disposal historical data covering more than
one year if available and representative of contract requirements. The specification writer should
review this example and revise/replace columns/rows to match Center/Installation requirements/
data.
***************************************

This scrap disposal service historical data is provided for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends of this service.

MONTH	NUMBER OF S	TOTAL		
MONTH	FY 1997	FY 1998	FY 1999	IOIAL
OCTOBER				
NOVEMBER				
DECEMBER				
JANUARY				
FEBRUARY				
MARCH				
APRIL				
MAY				
JUNE				
JULY				
AUGUST				
SEPTEMBER		·		`
		·		
TOTAL				

#### **ATTACHMENT J-C8-31L**

#### HAZARDOUS MATERIAL RECEIVED AND PROCESSED

NOTE TO SPECIFICATION WRITER: Include hazardous material historical data that is representative of contract requirements. The specification writer should review this example and revise and/or replace columns and rows to match Center/Installation requirements and data.

This hazardous material historical data is provided for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends of this service.

BLDG	RM	MANUF.	TRADE NAME	CHEM. NAME	CHEM-1	CHEM-2	QNT	UNITS	MAX.	AVG.	ANNUAL	ANNUAL	DAYS
									DAILY	DAILY	USE	WASTE	ON SITE
251	Bay # 3	Aerosol Systems	Chain Lube	Chain Lube	Methylene Chloride	N/A	1	pt	1	1	8	0	365
251	Bay # 3	Liquid Air Corp.	Acetylene, Ethyne	Acetylene, Ethyne	Alkyne	C2H2	0	cu ft	0	0	0	0	365
251	Bay # 3	N/A	Brake Fluid	Dot-3 Standard Heavy Duty Brake Fluid	Polyglycol Ethers	N/A	1	gal	1	1	12	5	365
251	Bay # 3	CRC Industries	Brakleen	Trichloroethane	Trichloroethane	Perchloroethylene	1	pt	4	2	48	0	365
251	Bay # 3	Permatex	Disk Brake Quiet	Acetone	Ethyl Acetate	Aliphate Naphtha	1	pt	1	1	1	0	365
251	Bay # 3	Red Line Synthetic Oil Corp.	Red Line Lead Substitute	Mixture	Aliphatic Hydrocarbon Mixture	N/A	5	gal	0	0	0	0	365
251	Bay # 4	Terminal Packaginhg Corp	Antifreeze Waste	Waste Ethylene Glycol	Ethylene Glycol	Diethylene Glycol	55	gal	55	0	0	55	365
251	Bay # 4	Imperial oil Company	Motor Oil 10W30	Motor Oil 10W30	Petroleum Base oil	Additives	65	gal	65	24	110	165	365
251	Bay # 4	Mobil Oil & Imprial Oil	Oil Waste	Waste Oil	Petroleum Base oil	N/A	55	gal	55	5	220	220	365

#### **ATTACHMENT J-C8-31M**

#### RE-UTILIATION TRANSFERS HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Include re-utilization transfers historical data covering
more than one year if available and representative of contract requirements. The specification
writer should review this example and revise and/or replace columns and rows to match
Center/Installation requirements and data.
***************************************

This re-utilization transfer's historical data is provided for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends of this service.

DATE	TRANSFERRED TRANSFERRED						
DATE	DESCRIPTION	NUMBER	AGENCY	LOCATION	SHIP METHOD		

#### **ATTACHMENT J-C8-31N**

#### SCHOOL DONATED ITEM HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Include all items donated to schools for more than one
year if available and representative of contract requirements. The specification writer should
review this example and revise and/or replace columns and rows to match Center/Installation
requirements and data.
**************************************

This school donation historical data is provided for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends of this service.

DATE	DONATED ITEM	SCH	IOOL
DATE	DONATED ITEM	NAME	LOCATION

July, 1999 J-C38-31N 217

#### **ATTACHMENT J-C37-31**

# SCHEDULED OFF-SITE HAULING SERVICES

!*************************************
NOTE TO SPECIFICATION WRITER: List adequate information about scheduled off-site hauling
services for the bidder to determine the cost of providing the service. The specification writer
should provide the data on more than one year if available and representative of contract
requirements.
***************************************

This attachment specifies the scheduled off-site hauling services to be performed by the Contractor as part of the firm fixed-price work under the terms of this SOW.

DELIVERY LOCATION/SITE	DISTANCE MILES	SCHEDULE/ FREQUENCY	DESCRIPTION OF ITEMS TO BE DELIVERED
		-	

#### **ATTACHMENT J-C38-31**

#### JUST-IN-TIME CUSTOMER LIST

NOTE TO SPECIFICATION WRITER: Below is an <u>example</u> of a JIT customer list. The specification writer should review this example and revise/replace columns to match Center/Installation requirements/data.

#### \* \* **EXAMPLE** \* \*

CUST.	NIANT	ORG	TELEPHONE	BUILDING	ROOM
ID	NAME	CODE	NO. (720)	NUMBER	NUMBER
03638	JACK HILLERMAN	SS	245-4223	2045	230
02390	J. B. SMITH	SL	245-0172	2460A	144
03572	RICHARD STOLE	II	245-0388	T23D	100

!ETC.!

#### **ATTACHMENT J-C40-31**

# INVENTORY SCHEDULING HISTORICAL DATA (INCLUDES ANNUAL RANDOM SAMPLING)

NOTE TO SPECIFICATION WRITER: Include inventory scheduling historical data covering more than one year if available and representative of contract requirements. The specification writer should review this example and revise and/or replace columns and rows to match Center/Installation requirements and data.

This inventory scheduling historical data is provided for information purposes only and is included to indicate the approximate order of magnitude.

RUN N0.	ID NO.	SC/OC	INV. TYPE = FOC OBJECT CLASS	INVENTORY T	TIME FRAME TO	Line Item Count	REMARKS
1.	94 - 03	1 01/AC/CC	2624, 2625, 2627, 2628	13 JUN 1994	20 JUN 1994	846	Office supplies and photographic materials
2.	95 - 02	1 01/AC/CC	2611, 2616, 2619	05 DEC 1994	16 DEC 1994	1,850	Building materials, general maint.materials and hardware
3.	95 - 03	1 01/AC/CC	2612, 2615, 2617, 2621	16 MAR 1995	29 MAR 1995	1,175	Chems, fuels & lubrs, general oper.matls, instrument & missile, acft.
4.	95 - 04	1 01/AC/CC	2618, 2622, 2626	05 JUN 1995	16 JUN 1995	*	Gen. Service matls, metals and pipes, valves, and fittings
5.	95 - 05	1 01/AC/CC	2613, 2614	14 AUG 1995	25 AUG 1995	1,541	Electrical materials and electronic materials
6.	96 - 01	3/01	RANDOM SAMPLING	04 OCT 1995	05 OCT 1995	APPROX.	Approximately 20% of S/C - 3/01

#### **ATTACHMENT J-C41-31**

#### **BUS SERVICE ROUTES AND FREQUENCIES**

#### **ATTACHMENT J-C42-31**

### VEHICLE AND MOBILE EQUIPMENT INVENTORY

NOTE TO SPECIFICATION WRITER: All vehicle and mobile equipment to be managed by the Contractor should be listed. Below is a suggested format as an <u>example</u>.

VEHICLE NO	PLATE NO	TYPE	MAKE	MODEL	YEAR	DATE IN SERVICE	CURRENT METER	METER TYPE	FUEL REQUIRED
NA-2004	1369093	TRAILER	STOUGHTON	G59	1967	27-Mar-90	2710	Days	N/A
NA-2014	1554578	TRUCK				05-Oct-95	95625	Miles	UNLEADED
NA-2031	1731930	COMPRESSOR	WISCONSIN	AENLD		25-Oct-97	45	Hours	UNLEADED
NA-2032	434911	FORKLIFT	MOTOR LIFT	S-4024	1954	14-Dec-90	901	Hours	UNLEADED
NA-2043	632883	TRUCK				02-Jan-96	59469	Miles	UNLEADED
NA-2052	632856	STEPSIDE VAN	CHEVROLET	G-30	1964	17-Dec-90	70358	Miles	UNLEADED
NA-2054	1554577	CARGO VAN	DODGE	B-250	1985	25-Oct-95	101300	Miles	UNLEADED
NA-2057	522004	FORKLIFT	CLARK LIFT	CHY60BD	1962	15-Feb-65	93	Hours	DIESEL
NA-2059	1554579	PASSENGER VAN	DODGE	B-350	1986	25-Oct-95	5312	Miles	UNLEADED
NA-2060	1363799	WOOD CHIPPER	VEMEER	1250 TURBO	1994	31-Aug-94	130	Hours	DIESEL
NA-2067	853290	TRACTOR	FMC	2314950	1966	12-Sep-96	80	Hours	UNLEADED
NA-2068	522032	TRACTOR	NAVISTAR INTL	T180FA387402V	1966	12-Sep-96	126	Hours	UNLEADED
NA-2069	639286	TRAILER	NATIONAL CORP	TANKER	1966	16-Apr-97	8373	Miles	N/A
NA-2072	523937	UTILITYCART	CUSHMAN	880728	1968	23-Jan-70	481	Hours	ELECTRIC

!ETC!

#### **ATTACHMENT J-C43-31**

#### **VEHICLE DATABASE**

vehicle database should be provided in this attachment. The information should provide the Contractor with enough information to be able to estimate the cost of maintaining the system. The specification writer should include historical data covering more than one year if available and representative of contract requirements.

### **ATTACHMENT J-C44-31**

# MAIL DELIVERY LOCATIONS

!************************
NOTE TO SPECIFICATION WRITER: A list of the Center's/Installation's mail stops, their
location (delivery points) and floor plans with their locations should be included in this attachment.
The information should provide the Contractor with enough information to be able to estimate the
cost of making mail deliveries.
**********************************

MAIL STOP		LOCATION	ORGANIZATION			
NUMBER	BUILDING NUMBER	BUILDING NAME	ROOM NUMBER	CODE	NAME	
		·				

#### **ATTACHMENT J - E1-31**

#### PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The Contract Requirements listed in the attached PRS (Column (2)) are considered the most critical for satisfactory contract performance. The Performance Requirements associated with each Contract Requirement are as shown in the PRS and include:

- A. <u>Work Requirements</u>. A series of subtasks associated with each particular Contract Requirement, that are considered most critical to satisfactory contract performance, are listed in column (3) of the PRS. Note that unsatisfactory performance of work requirements in Column (3) marked with an "\*" will result in an unsatisfactory rating for the entire contract requirement.
- B. Weight. The value of each Work Requirement in column (3) is specified as a percentage in column (4) of the total Contract Requirement in column (2). The percentages are based on judgement, taking into account both the costs incurred by the Contractor in carrying out a particular Work Requirement and the detriment to the Government if the Work Requirement is not satisfied. The Weight compared with the accepted line item unit prices provided in Section E, *Schedule of Deductions*, will be the primary basis for deducting for partially performed, unsatisfactorily performed and non-performed work. The Government may withhold total payment of a contract requirement if the Government determines that the workmanship was unsatisfactory in terms of quality.
- C. <u>Standard of Performance</u>. The Standard of Performance for each Work Requirement is identified in column (5) of the PRS with a reference to the respective paragraph in Section C that specifies in detail the work to be performed.

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ATTACHMENT J-E1-31								
	PERFOR	MANCE REQUIREM	IENTS	SSUMMARY				
	CONTRACTOR EQUIREMENTS	PERFORMANCE REQUIREMENTS						
(1) (2) ITEM CONTRACT NO. REQUIREMENT		WORK REQUIREMENT (4) WT. (%)		(5) STANDARD OF PERFORMANCE				
C31A	Management	1. Annual Work Schedule	20	Paragraph C.31.h.(3).				
		2. Monthly Work Schedule *	50	Paragraph C.31.h.(4).				
		3. Records and Reports	30	Paragraph C.31.h.(5)				
C31B	Operation Procedures Plan	1. Operation Procedures Plan*	100	Paragraph C.31.e.				
C31C	Logistics/Supply Operations	1. Shipping and Receiving Services*	20	Paragraph C31.i.(1)				
		2. Stock and Storage Operations	15	Paragraph C31.i.(1)				
		3. Warehousing Services*	20	Paragraph C31.i.(2)				
		4. Equipment/ Personal Property Management	15	Paragraph C31.i.(3)				
		5. Contractor Held Govt Property	15	Paragraph C31.i.(4)				
		6. Miscellaneous Supply Operations	15	Paragraph C.31.i.(5)				
C31D	Transportation	1. Bus Service*	50	Paragraph C31.j.(1)				
		2. Vehicle Management	30	Paragraph C31.j.(2)				
		3. Vehicle Maintenance	20	Paragraph C31.j.(3)				
C31E	Delivery Services	1. Mail Service *	60	Paragraph C31.k.(1)				
	,	2. Furniture Pickup and Delivery	40	Paragraph C31.k.(2)				
C31F	Excess Property Management	1. Excess Property Disposal	50	Paragraph C31.1.(1)				
		2. Excess Property Sales*	50	Paragraph C31.1.(2)				

<sup>\*</sup> Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

#### END OF SECTION J

# QUALITY ASSURANCE PLAN #31 - LOGISTICS/SUPPLY AND EQUIPMENT MANAGEMENT SERVICES

#### **Surveillance Guide #1 - Logistics/Supply Operations**

1. Contract Requirement. Logistics/Supply Operations.

**NOTE -** This Guide QA Plan is based on the assumption that Logistics/Supply and Equipment Management Services is part of a total Center Operations Support Services (COSS) contract. Therefore, certain Management tasks are best evaluated as part of the overall contract Management QA Plan associated with Subsection C.8., *Management*. These include common requirements for special licensing, certification and staffing requirements; Technical Library; Work Control, Annual and Monthly Work Schedules and certain records and reports. Certain management requirements, however, are considered specifically relevant and should be part of the Environmental Support Services QA Plan.

	Work Requirements	Standards of Performance
a.	Operations Procedures Plan	Content of the Operation Procedures Plan is in accordance with C.31.e.
		Updates to the Plan are provided quarterly in accordance with C.31.e.
b.	Shipping	Routine and priority shipments are processed within <insert> hours per C.31.i.(1)(a).</insert>
		Shipments are safeguarded and protected from damage per C.31.i.(1)(a).
c.	Receiving	Quantity and quality discrepancies are identified and acted on within <insert> days of receipt per C.31.i.(1)(a).</insert>
		NSMS data entry is performed to ensure continuous integrity of the NSMS per C.31.i.(1)(a).
		MSDSs accompany respective materials per C.31.i.(1)(a).
d.	Stock and Storage Operation	Purchase orders and other transaction documentation is processed within <insert> hours per C.31.i.(1)(b).</insert>
		Delivery of commonly used materials meets required JIT delivery times per C.31.i.(1)(b).

Regular issue - <INSERT> days Urgent Issue - <INSERT> hours

Currency of Store Stock Supply Catalog is maintained per C.31.i.(1)(b).

<INSERT> % inventory is taken IAW approved schedule. Accuracy rate of <INSERT> % is maintained per C.31.i.(1)(b).

e. Warehousing Services Warehouse security measures prevent pilferage

per C.31.i.(2)

Stock and personal property management operations satisfy Government review team audits per C.31.i.(2).

f. Equipment Management Equipment management operations satisfy Government review team audits per C.31.i.(3).

NEMS is maintained error free and transactions are entered within <INSERT> days of receipt per C.31.i.(3).

100% physical equipment inventory is performed per C.31.i.(3)

Walk-through inspections are conducted annually per C.31.i.(3).

All equipment is decaled or barcoded within <INSERT> days of acquisition per C.31.i.(3).

All loans are documented and processed within <INSERT> days of request per C.31.i.(3).

Custodial storage transactions occur within <INSERT> days of receipt per C.31.i.(3).

Offsite property control system is reviewed annually, analyzed and reported on within <INSERT> days and excess material is processed within <INSERT> days per C.31.i.(4)

Spreadsheets of data tracking gas cylinders and dewars, bottled water, laundry services and dry ice are maintained per C.31.i.(5).

g. Contractor Held Govt. Property

h. Miscellaneous Supply Ops

- 2. <u>Primary Method of Surveillance</u>. Planned sampling supported by NSMS and NEMS database information and reports as well as validated customer complaints (if appropriate) is suggested for all work requirements.
- 3. <u>Maximum Allowable Defect Rate /Number (MADR/MADN)</u>. In planned sampling, there is no statistical validity to the sample chosen. Therefore, the Observed Defect Rate (ODR) should not be compared to the MADR to gauge satisfactory or unsatisfactory performance. Instead, the MADR should be stated as a number (MADN) of defects beyond which performance is considered unsatisfactory. Use of a MADN, instead of a MADR, results in a number of defects instead of a percentage. One MADN (or MADR) is suggested for each work requirement.

	Work Requirement	MADN (Example only)
a.	Operations Procedures Plan	1
b.	Shipping	4
c.	Receiving	2
d.	Stock and Storage Operation	3
e.	Warehousing Services	4
f.	Equipment Management	6
g.	Contractor Held Government Property	5
h.	Miscellaneous Supply Operations	7

4. Quantity of Work. The quantity of work will vary for each of the work requirements:

# Work Requirement Population

a.	Operations Procedures Plan	Plan or update provided quarterly.
b.	Shipping	Number of shipments processed in the month
c.	Receiving	Number of shipments received during the month
d.	Stock and Storage Operation	Number of purchase orders and deliveries acted on during the month.
e.	Warehousing Services	Number of shift operations in the month
f.	Equipment Management	Number of equipment items in the inventory during the month
g.	Contractor Held Government Property	Number of Contractor Held Government

Property items in the inventory during the month

h. Miscellaneous Supply Operations Number

Number of gas, water, laundry and dry ice transactions during the month

NOTE - For shipping, receiving and stock operations, individual shipments or stock orders can be validated by the Quality Assurance Evaluator (QAE). Warehouse operations however are more complex and are best evaluated by onsite inspection. of shift operations. Equipment and material inventories should be spotchecked and validated by the QAE.

5. <u>Level of Surveillance</u>. The following surveillance levels apply if a percentage (%) of the population is evaluated:

A *Normal* level of surveillance is suggested initially for all work requirements. Go to *Increased* surveillance if the observed number of defects exceeds their MADN during any given month. Go to *Reduced* surveillance if the number of defects is less than the MADN for two consecutive months.

As an alternate approach to a level of surveillance, the QAE may be able to gather performance data directly from the various supply databases, provided entry of that information by the Contractor is made a specification requirement.

6. <u>Sample Size</u>. The following sample sizes are established for each level of surveillance.

Reduced - 5% of the population. Normal - 10% of the population. Increased - 20% of the population.

- 7. <u>Sampling Procedures</u>. Assuming supply databases do not provide performance data directly, samples of each population should be chosen on a weekly basis to prepare for the QAE a work schedule for the coming week. Allow for other administrative time such as meetings, writing reports, etc. If supply databases can supply performance data directly, QAE time is reduced considerably. Sampling would not apply and the QAE would simply calculate average performance data from the database directly.
  - a. <u>Operations Procedures Plan</u>. Consult with the Contracting Officer to be assured the Plan was submitted on time and is acceptable.
  - b. Shipping and
  - c. Receiving and
  - d. <u>Stock Operations</u>. Based on either an estimate or known number of shipments processed in the month, arbitrarily select the sample size amount on a weekly basis.
  - e. <u>Warehousing Services</u>. Select the sample size of shifts to evaluate based on the total number in the month. Example: Assume 2 warehouse locations, that operate 2 shifts/day for 6 days a week. A 10% sample would be (.10) x (2 locations) x (2 shifts/day) x (24 working days in the month) = 10 shifts per month to evaluate or about 2 or 3 per week.

- f. Equipment Management and
- g. <u>Contractor Held Government Property</u>. Based on either an estimate or known number of items in the inventory, select the sample size from the inventory sheets.
- h. <u>Miscellaneous Supply Operations</u>. Based on either an estimate or known number of transactions processed in the month, arbitrarily select the sample size amount on a weekly basis
- 8. Evaluation Procedures. Each of the required services has its own unique quality, timeliness and procedural requirements. The QAE has the option of using a separate evaluation worksheet for each of the major requirements, or combining all services on one worksheet. If the QAE or COTR is interested in increasing the surveillance of any one or more requirements, simply choose a greater sample for that requirement. If necessary, a separate evaluation worksheet can be constructed from the sample provided with this plan.
  - Using the attached evaluation worksheet, the QAE may record those shipments or documents or shifts being evaluated on the worksheet, and determine a satisfactory or unsatisfactory grade for each of the evaluation criteria. An overall grade is also assigned using the concept of "substantially complete" as explained in the QA Guide.
- 9. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form.
  - a. **If the number of defects for a work requirement is equal to or less than the MADR**, the Contractor's overall performance is satisfactory.
  - b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
  - c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a Contract Deficiency Report (CDR) be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for *each* work requirement.

#### EVALUATION WORKSHEET FOR LOGISTICS/SUPPLY OPERATIONS

	Itaur	Operations Procedures	Shipping		Receiving			Stock & Storage Operation			Warehousing Services		Overall Grade
Date Item Evaluated		Plan	Time	Damage	Discrepancy	NSMS	MSDS	Process	Delivery	Catalog	Security	Govt	
	Lvaraatea	S/U	G /T.T	C /T T	identified	Data	G /T I	Time	Time	G /T I	G /T T	Audit	G /TT
		5/0	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U
TOT	CAL LINICATE												
	AL UNSAT MADN												

Comments:

#### EVALUATION WORKSHEET FOR LOGISTICS/SUPPLY OPERATIONS

Month		

		Contract Govt Pr		Misc Sur	oply Ops	Equipment Management										
Date	Item Evaluated		орого			Govt Audit	NEN	1S	Inven	tory	Inspec	tions	Decals/ E	Barcode	Loans Custo	
		Quality S/U	Time S/U	Quality S/U	Time S/U	S/U	Quality S/U	Time S/U								
TO	TAL UNSAT				-											
10	MADN															

Comments:

### SAMPLE PAYMENT ANALYSIS FORM - LOGISTICS/SUPPLY OPERATIONS

	Work Requirements										
Calculation	Operations Procedures Plan*	Shipping Services	Receiving	Storage Operations	Warehouse Operations	Equipment Management	Contract Held Proprty	Misc Supply Ops	Total		
Price per Month (From Schedule of Deductions)											
Population											
Price per Service											
Number Unsatisfactory											
\$ Value of Unsatisfactory											
Liquidated Damages (10%)											
Total Deduction											
Invoice Payment											

<sup>\* -</sup> Quarterly

Calculations:

# QUALITY ASSURANCE PLAN #31 - LOGISTICS/SUPPLY AND EQUIPMENT MANAGEMENT SERVICES

#### Surveillance Guide #2 - Transportation Operations

1. Contract Requirement. Transportation Operations.

	Work Requirements	Standards of Performance
a.	Bus Service	Buses arrive and depart on schedule per C.31.j.(1)
		Buses are clean and free of trash per C.31.j.(1).
		A comfortable temperature range is maintained per C.31.j.(1).
b.	Vehicle Management	Dispatching services provide required vehicles within <insert> hours per C.31.j.(2)</insert>
		Required forms and records are used and procedures followed IAW the Operation Procedures Plan per C.31.j.(2).
		Vehicle Database is up to date per C.31.j.(2).
c.	Vehicle Maintenance. (Assuming Government owned vehicles) - If the Contractor is providing the vehicles, the Contractor is responsible for meeting performance requirements and no QA is required.	PM Maintenance is performed IAW manufacturers recommendations per C.31.j.(3).

- 2. <u>Primary Method of Surveillance</u>. Planned sampling supported by validated customer complaints is suggested for all work requirements.
- 3. <u>Maximum Allowable Defect Rate /Number (MADR/MADN)</u>. In planned sampling, there is no statistical validity to the sample chosen. Therefore, the Observed Defect Rate (ODR) should not be compared to the MADR to gauge satisfactory or unsatisfactory performance. Instead, the MADR should be stated as a number (MADN) of defects beyond which performance is considered unsatisfactory. Use of a MADN, instead of a MADR, results in a number of defects instead of a percentage. One MADN (or MADR) is suggested for each work requirement.

Wo	ork Requirement	<u>MADN</u>
a.	Bus Service	4
b.	Vehicle Management	3
c.	Vehicle Maintenance	2

4. Quantity of Work. The quantity of work will vary for each of the work requirements:

Work Requirement	<u>Population</u>
a. Bus Service	Number of scheduled bus runs for the month. (Number of routes times frequency)
b. Vehicle Management	Number of vehicle dispatches requested.
c. Vehicle Maintenance	Number of scheduled PM's for the month.

5. <u>Level of Surveillance</u>. A normal level of surveillance is suggested initially for vehicle management and vehicle maintenance. A reduced level is suggested for Bus service due to the expected large population size. Increase surveillance for any requirement if the observed number of defects exceeds their MADN during any given month. Reduce surveillance if the number of defects is less than the MADN for two consecutive months.

#### 6. Sample Size.

Reduced - 2% of the population. Normal - 5% of the population. Increased - 10% of the population.

#### 7. Sampling Procedures

- a. <u>Bus Service</u>. Based on known bus routes and the required number of runs in the month, choose the weekly amount to evaluate. Example: Assume 1 bus route, which runs once every half-hour for 10 hours a day 6 days a week. That equals (20 runs a day) x (6 days a week) x (4 weeks a month) = 480 runs a month. Sampling 2% = 10 a month or 2 to 3 per week.
- b. <u>Vehicle Management</u>. Using the vehicle dispatch logs, arbitrarily select the required sample size of dispatch records for evaluation. Alternatively, the QAE may be able to gather dispatch response times and other quality data from the transportation database, provided the Contractor is required to provide that data as part of the transportation function.
- c. <u>Vehicle Maintenance</u>. Select the required percentage (%) of PM records from either actual shop records or from computer database files.

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8. <u>Evaluation Procedures</u>. Each of the required services has its own unique quality, timeliness and procedural requirements. For the purposes of this guide, one worksheet has been designed for all services. If the QAE or COTR is interested in increasing the surveillance of any one or more requirements, simply choose a greater sample for that requirement. If necessary, a separate evaluation worksheet can be constructed from the sample provided with this plan.

Using the attached evaluation worksheet, the QAE may determine a satisfactory or unsatisfactory grade for each of the evaluation criteria. An overall grade is also assigned using the concept of "substantially complete" as explained in the QA Guide.

- a. <u>Bus Service</u>. The QAE should ride the entire route to observe driver quality and conformance to required arrival and departure times.
- b. <u>Vehicle Management</u>. In addition to checking dispatch records and databases files for response requirements, the QAE should visit the transportation shop and observe procedures in progress versus policy manual requirements.
- c. <u>Vehicle Maintenance</u>. Verify that the required PM was performed on schedule and that there are no records of complaints for problems that should have been corrected by the PM.
- 9. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form.
  - a. **If the number of defects for a work requirement is equal to or less than the MADR**, the Contractor's overall performance is satisfactory.
  - b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
  - c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a CDR be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for <u>each</u> work requirement.

#### **EVALUATION WORKSHEET FOR TRANSPORTATION OPERATIONS**

Month
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			Bus Service		Vehicle Management			Vehicle Maint	Overall Grade
Date:	Item Evaluated	Time	Clean	Temp.	Dispatch	Procedures	Data Base	PM	
		S/U	S/U	S/U	Response S/U	S/U	S/U	S/U	S/U
7/1/99	Bus Rte. 1	S	S	U					S
	Dispatch #4356				S	S	U		S
	PM VEH 3421							S	
	DEL #55678								S
	TOTAL UNSAT								
	MADN								

Comments:

#### SAMPLE PAYMENT ANALYSIS FORM - TRANSPORTATION OPERATIONS

Calculation	Bus Service	Vehicle Management	Vehicle Maintenance	Total
Price per Month (From Schedule of Deductions)				
Population				
Price per Service				
Number Unsatisfactory				
\$ Value of Unsatisfactory				
Liquidated Damages (10%)				
Total Deduction				
Invoice Payment				

# QUALITY ASSURANCE PLAN #31 - LOGISTICS/SUPPLY AND EQUIPMENT MANAGEMENT SERVICES

#### **Surveillance Guide #3 – Delivery Services**

1. Contract Requirement. Delivery Services

Work Requirements	Standards of Performance
a. Mail Services	Mail pick-up and delivery operations meet specification time and location requirements per C.31.k.(1).
	Mail handling procedures are in compliance with all specification directives and the NASA Mail Management Guide, as revised per C.31.k.(1).
	Process all in-bound and out-bound mailings within <insert> working hours and apply bulk pre-sort mailings when appropriate per C.31.k.(1).</insert>
	Electronic database is maintained per C.31.k.(1).
b. Furniture Pickup and Delivery Service	Uncrate and assemble new furniture prior to Delivery per C.31.k.(2).
	Furniture pickup and delivery meet approved schedules per C.31.k.(2).

- 2. Primary Method of Surveillance. Planned sampling is suggested for all work requirements.
- 3. <u>Maximum Allowable Defect Rate /Number (MADR/MADN)</u>. In planned sampling, there is no statistical validity to the sample chosen. Therefore, the Observed Defect Rate (ODR) should not be compared to the MADR to gauge satisfactory or unsatisfactory performance. Instead, the MADR should be stated as a number (MADN) of defects beyond which performance is considered unsatisfactory. Use of a MADN, instead of a MADR, results in a number of defects instead of a percentage. One MADN (or MADR) is suggested for each work requirement.

	Work Requirement	MADN (Example only)
a.	Mail Services	3
b.	Furniture Pickup and Delivery Service	2

4. Quantity of Work. The quantity of work will vary for each of the work requirements:

V	Vork Requirement	<u>Population</u>
a.	Mail Services	5
b.	Furniture Pickup and Delivery Service	1

#### 5. Level of Surveillance.

- a. <u>Mail Services</u>. A *Reduced* level is suggested for mail services due to the expected large population size. Go to *Normal* or increased surveillance if the observed number of defects exceeds the MADN during any given month.
- b. <u>Furniture Pickup and Delivery Service</u>. Depends on the number of deliveries.

#### 6. Sample Size.

a. Mail Services. The following sample sizes are suggested for mail services.

Reduced - 2% of the population. Normal - 5% of the population. Increased - 15% of the population.

- b. <u>Furniture Pickup and Delivery Service</u>. The sample size will depend on the number of deliveries conducted during the month. There may be no or multiple deliveries in any given month. The QAE will have to use judgement to ensure that if deliveries are made, at least some aspect of each delivery is evaluated.
- 7. <u>Sampling Procedures</u>. Arbitrarily select the required number of shift operations to evaluate. Try to vary the days and shifts to cover different days and time periods.
- 8. <u>Evaluation Procedures</u>. Each of the required services has its own unique quality, timeliness and procedural requirements. For purposes of this guide, one worksheet has been designed for both services. If the QAE or COTR is interested in increasing the surveillance of any one or more requirements, simply choose a greater sample for that requirement. If necessary, a separate evaluation worksheet may be constructed from the sample provided with this plan.

Using the attached evaluation worksheet, the QAE may determine a satisfactory or unsatisfactory grade for each of the evaluation criteria. An overall grade is also assigned using the concept of "substantially complete" as explained in the QA Guide.

a. <u>Mail Services</u>. Select the required sample size from the known number of mail service shifts the Contractor is to perform during the month. Shift operations are evaluated because of the need to observe procedures in progress. Rely heavily on customer feedback for mail delivery and pickup quality and timeliness. For shifts selected for evaluation, it is neither necessary nor practical to observe an entire shift operation. Instead, the QAE should take a tour of the operation and be certain to concentrate on those mail-handling procedures most critical to conformance with higher authority directives.

- b. <u>Furniture Pickup and Delivery Service</u>. Simply choose one or more of the deliveries or pickups to be accomplished and evaluate a portion or the entire operation for each service. Rely heavily on Customer feedback for furniture pickup and delivery quality and timeliness.
- 9. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form and a monthly payment calculated.
  - a. **If the number of defects for a work requirement is equal to or less than the MADR**, the Contractor's overall performance is satisfactory.
  - b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
  - c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a CDR be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for *each* work requirement.

### EVALUATION WORKSHEET FOR DELIVERY SERVICES

Month

		Mail Service			Furniture Delivery and Pickup			
Date:	Item Evaluated	Service on	Processing	Documentation	Assembly	Service on	Electronic	
		Schedule	Time			Schedule	Database	
		S/U	S/U	S/U	S/U	S/U	S/U	
	TOTAL UNSAT							
	MADN							
COMMEN	NTS:							

#### SAMPLE PAYMENT ANALYSIS FORM – DELIVERY SERVICES

Month			

Calculation	Mail Service	Furniture Pickup and Delivery	Total
Price per Month (From Schedule of Deductions)			
Population			
Price per Service			
Number Unsatisfactory			
\$ Value of Unsatisfactory			
Liquidated Damages (10%)			
Total Deduction			
Invoice Payment			

# QUALITY ASSURANCE PLAN #31 - LOGISTICS/SUPPLY AND EQUIPMENT MANAGEMENT SERVICES

### **Surveillance Guide #4 - Excess Property Management**

1. Contract Requirement. Excess Property Management

Work Requirements	Standards of Performance
a. Excess property disposal operations	Metals pick-up and processing is IAW NPG 4300.1 per C.31.1.(1).
	Excess property pick-up and transportation is within <insert> hours of request per C.31.l.(1).</insert>
	Warehousing of received excess property and metals is completed within <insert> hours of receipt per C.31.1.(1).</insert>
	Scrap disposal process is completed within <insert> weeks of receipt per C.31.1.(1).</insert>
	Abandonment and destruction actions are performed IAW NHB 4300.1 per C.31.l.(1).
	Maintain currency of NPDMS per C.31.1.(1).
b. Sales of excess property	Screen excess inventory within <insert> hours of receipt of request per C.31.l.(2).</insert>
	Maintain currency (within <insert> days) of Disposal Office Web Page per C.31.l.(2).</insert>
	Maintain currency of "Want List" per C.31.1.(2).
	Process OFA/OGA transfer within <insert> days per C.31.l.(2).</insert>
	Manage the donations program per C.31.l.(2)

2. <u>Primary Method of Surveillance</u>. Planned sampling is suggested for all work requirements.

3. <u>Maximum Allowable Defect Rate /Number (MADR/MADN)</u>. In planned sampling, there is no statistical validity to the sample chosen. Therefore, the Observed Defect Rate (ODR) should not be compared to the MADR to gauge satisfactory or unsatisfactory performance. Instead, the MADR should be stated as a number (MADN) of defects beyond which performance is considered unsatisfactory. Use of a MADN, instead of a MADR, results in a number of defects instead of a percentage. One MADN (or MADR) is suggested for each work requirement.

Work Requirement	MADN (Example only)			
a. Disposal Operations	2			
b. Sales Operations	2			

4. Quantity of Work. The quantity of work will vary for each of the work requirements:

Work Requirement Population

a. Disposal Operations Number of individual requests for metals pick-up

and disposal.

b. Sales Operations Number of sales conducted during the month.

#### 5. <u>Level of Surveillance</u>.

- a. <u>Disposal Operations</u>. A normal level of surveillance is suggested initially for all work requirements. Go to increased surveillance if the observed number of defects exceeds their MADN during any given month. Go to reduced surveillance if the number of defects is less than the MADN for two consecutive months.
- b. <u>Sales Operations</u>. Depends on the number of sales.
- 6. Sample Size.
  - a. <u>Disposal operations</u>. The following sample sizes are suggested for disposal operations.

Reduced - 5% of the population. Normal - 10% of the population. Increased - 20% of the population.

b. For Sales operations, the sample will depend on the number of sales conducted during the month. There may be no or multiple sales in any given month. The QAE will have to use judgement to ensure that if sales are conducted, at least some aspect of each sale is evaluated.

#### 7. Sampling Procedures.

a. <u>Disposal Operations</u>. Select the required sample size from the known number of disposal and metal pick-up requests in the Contractor's log or computer database.

- b. <u>Sales Operations</u>. Simply choose one or more of the sales conducted to evaluate a portion or all of the requirements for each sale.
- 8. <u>Evaluation Procedures</u>. Each of the required services has its own unique quality, timeliness and procedural requirements. For purposes of this guide, one worksheet has been designed for both services. If the QAE or COTR is interested in increasing the surveillance of any one or more requirements, simply choose a greater sample for that requirement. If necessary, a separate evaluation worksheet can be constructed from the sample provided with this plan.
  - Using the attached evaluation worksheet, the QAE may determine a satisfactory or unsatisfactory grade for each of the evaluation criteria. An overall grade is also assigned using the concept of "substantially complete" as explained in the QA Guide.
- 9. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form.
  - a. **If the number of defects for a work requirement is equal to or less than the MADR**, the Contractor's overall performance is satisfactory.
  - b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
  - c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a CDR be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for *each* work requirement.

#### EVALUATION WORKSHEET FOR EXCESS PROPERTY MANAGEMENT

Month	
-------	--

		EXCESS PROPERTY DISPOSAL OPERATIONS						
		Metals Pick-	Timeliness	Warehouse Operations	Timeliness of	Abandonment	NPDMS	Overall
Date	Item Evaluated	up and	of Property	Completion	Disposal	& Destruction	Currency	Grade
		Processing	Pick-up	Time	Process of Scrap.	Process		
		S/U	S/U	S/U	S/U	S/U	S/U	S/U
TO	TAL UNSAT							
	MADN							

COMMENTS:

#### EVALUATION WORKSHEET FOR EXCESS PROPERTY MANAGEMENT

Month\_\_\_\_\_

		EXCESS PROPERTY SALES OPERATIONS					
Date:	Item Evaluated	Timeliness of Screening S/U	Currency of Web Page S/U	Currency of Want List S/U	Transfer time of OFA/OGA S/U	Donations Program S/U	Overall Grade S/U
TOTAL UNSAT							
MADN							
COMMEN	NTS:						

#### SAMPLE PAYMENT ANALYSIS FORM - EXCESS PROPERTY MANAGEMENT

Month	

Calculation	Disposal Operations	Sales Operations	Total
Price per Month (From Schedule of Deductions)			
Population			
Price per Service			
Number			
Unsatisfactory			
\$ Value of			
Unsatisfactory			
Liquidated Damages			
(10%)			
Total Deduction			
Invoice Payment			

QAE PERFORMANCE REQUIREMENTS SUMMARY - SUPPLY/TRANSPORTATION					
CONTRACTOR REQUIREMENTS				PERFORMANCE REQUIREMENTS	
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT (%)	(5) STANDARD OF PERFORMANCE	Reference Paragraph
C31A	Management NOTE: These	1. Annual Work Schedule	20	Submit annual work schedule in accordance with Paragraph C.31.h.(3).	Paragraph C.31.h.(3).
	requirements should be included in QA	2. Monthly Work Schedule	50	Submit monthly work schedule in accordance with Paragraph C.31.h.(4).	Paragraph C.31.h.(4)
	Plan #1, Management.	3. Records and Reports	30	Prepare and maintain records and reports in accordance with Paragraph C.31.h.(5).	Paragraph C.31.h.(5)
C31B	Operation Procedures Plan	Operation     Procedures Plan	100	Operations Records provided with Invoice Data entries made within <insert> hours of service Records contain required data</insert>	Paragraph C.31.e.
C31C	Logistics/Supply Operations	1. Shipping and Receiving Services	20	Routine and priority shipments are processed within <insert> hours/days. Shipments are safeguarded and protected from damage. Quantity and quality discrepancies are identified and acted on within <insert> days of receipt. NSMS Data entry is performed to ensure continuous integrity of the NSMS. MSDS accompany respective materials.</insert></insert>	Paragraph C31.i.(1)
		2. Stock and Storage Operation	15	Purchase Orders are processed within <insert> hours. Delivery of commonly used materials meets required JIT delivery times. Currency of Store Stock Supply Catalog is maintained.</insert>	Paragraph C31.i.(1)

ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT (%)	(5) STANDARD OF PERFORMANCE	Reference Paragraph
C31C	Logistics/Supply Operations	3. Warehousing Services	30	Warehouse security measures prevent pilferage. Stock and personal property management operations satisfy Government review team audits.	Paragraph C31.i.(2)
		4. Equipment Management	15	Equipment Management operations satisfy Government Review team audit. NEMS is maintained error free and transactions are entered within <insert> days of receipt. 100% equipment inventory is performed. Walk-through inspections are conducted annually. All equipment is decaled or barcoded within <insert> days of acquisition. All loans are documented and processed within <insert> days of request. Custodial storage transactions occur within <insert> days of receipt.</insert></insert></insert></insert>	Paragraph C.31.i.(3)
		5. Contractor Held Property	15	Offsite property control system is reviewed annually, analyzed and reported on within <insert> days and excess material is processed within <insert> days.</insert></insert>	Paragraph C.31.i.(4)
		6. Miscellaneous Supply Operations	15	Spreadsheets of data tracking gas cylinders and dewars, bottled water, laundry services and dry ice are maintained.	Paragraph C.31.i.(5)
C31D	Transportation Operations	1. Bus Service*	50	Buses arrive and depart on schedule Buses are clean and free of trash A comfortable temperature range is maintained.	Paragraph C31.j.(1)
		2. Vehicle Management	30	Dispatching services provide required vehicles within <insert> hours. Required forms and records used and procedures followed IAW the Policy Manual. Vehicle database is up to date.</insert>	Paragraph C31.j.(2)

(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	Reference Paragraph
C31D	Transportation Operations	3. Vehicle Maintenance	20	PMs performed IAW manufacturer recommendations.	Paragraph C31.j.(2)
C31E	Delivery Services	1. Mail Services*	60	Mail pick-up and delivery operations meet specification time and location requirements.  Mail handling procedures are in compliance with all specification directives.  Electronic database is maintained	Paragraph C31.k.(1)
		2. Furniture Pick-up and Delivery Services	40	Furniture pick-up and delivery meet approved schedules.	Paragraph C31.k.(2)
C31F	Excess Property Management	Excess Property     Disposal	50	Metals pick-up and processing is IAW NPG 4300.1 Excess property pick-up and transportation is within <insert> hours of request. Warehousing of received excess property and metals is completed within <insert> hours of receipt. Scrap disposal process is completed within <insert> weeks of receipt. Abandonment and destruction actions are performed IAW NHB 4300.1. Maintain currency of NPDMS.</insert></insert></insert>	Paragraph C31.l.(1)
		2. Sales of Excess Property.	50	Screen excess inventory within <insert> hours of receipt of request.  Maintain currency of Disposal Office Web page.  Maintain currency of "Want List".  Process OFA/OGA transfer within <insert> days.  Manage the donations program.</insert></insert>	Paragraph C31.1.(2)

### END OF QUALITY ASSURANCE PLAN # 31

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#### GUIDE PERFORMANCE WORK STATEMENT

FOR

SUBSECTION 32 - ENERGY/WATER CONSERVATION MANAGEMENT SERVICES



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### SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS FOR SUBSECTION C.32, ENERGY/WATER CONSERVATION MANAGEMENT SERVICES

NOTE TO SPECIFICATION WRITER: The User's Guide for this addendum paragraph III.B discusses a number of issues relative to Section B which the user may want to review prior to tailoring this section. The user must contact the appropriate Center/Installation procurement personnel to identify additional clauses, if any, which may be required in Section B. In the following example contract line item 101 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of sub-line items (See March 1997, NASA GPWS For COSS, Attachment B, for an example), each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedule of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in a Schedule of Deductions. **BID SCHEDULE 1: BASE PERIOD 1** ITEM DESCRIPTION OF SERVICES/SUPPLIES ANNUAL UNIT UNIT TOTAL PRICE NO. **OUANTITY PRICE** 100 PHASE-IN PERIOD (PIP) **Estimated Cost** 1 LOT Fixed Fee 1 **Total Estimated Cost and Fee for Contract** Line Item 100 PIP LOT \$ \$ 101 FIRM FIXED-PRICE (FFP) WORK: Price for the BASE PERIOD for all work

# **Total Price for Contract Line Item 101**

specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portions of the contract. (Must equal total Schedule of Deductions –

### 102 INDEFINITE QUANTITY WORK – UNIT PRICED TASKS:

Base Period)

Bid price for the <u>BASE PERIOD</u> to perform the Unit Priced Tasks of Indefinite Quantity **FFP** 

LOT \$ \$

Work. The quantities listed are a realistic estimate provided solely for bid evaluation and for establishing penal sums of bonds (if required).

NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items below are provided for illustration only, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraph III.B.3. of the User's Guide for additional information. **ITEM** DESCRIPTION OF SERVICES/SUPPLIES ANNUAL UNIT UNIT **TOTAL** NO. **OUANTITY** PRICE **PRICE** SCHEDULE OF INDEFINITE QUANTITY WORK 102-32-1 **Energy and Water Conservation Awareness** Training !NUMBER! HR \$ **Total Price for Indefinite Quantity Work – Unit Priced Task** (Contract Line Item 102) 103 INDEFINITE QUANTITY WORK - UNIT PRICED LABOR Bid price for the BASE PERIOD to perform the Unit Priced Labor for indefinite quantity maintenance and repair work that cannot be identified in sufficient detail to be included in Contract Line Item 102. The quantities listed are a realistic estimate provided solely for the purpose of bid evaluation and for establishing penal sums of bonds (if required). The price for this bid item is the total of the sub-line items listed in the Schedule of Indefinite Quantity Work - Unit Priced Labor below (See COSS Section C Paragraph C13.a.(2), *Unit Priced Labor*). NOTE TO SPECIFICATION WRITER: The indefinite quantity labor line items below are provided for illustration only, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraph II.C.2.b. of the COSS User's Guide for additional information. **ITEM** DESCRIPTION OF SERVICES/SUPPLIES ANNUAL UNIT UNIT **TOTAL** NO. **OUANTITY** PRICE PRICE Civil Engineering Technician !NUMBER! HR Engineering Technician I \$ \$ !NUMBER! HR **Engineering Technician II** !NUMBER! HR \$ \$ **Engineering Technician III** !NUMBER! HR

NASA GPWS FOR COSS ADDENDUM

(Contact Line Items 101, 102, and 103)

END OF SECTION B

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#### C.32 ENERGY/WATER CONSERVATION MANAGEMENT SERVICES

#### **DEFINITIONS**

<u>Baselining</u>. The act of calculating the baseline energy or water use for a facility or end use *before* the implementation of energy or water conservation measures. The difference between the baseline and consumption after implementation is the energy or water savings.

Comprehensive Energy Audit. An investment grade energy audit that builds on information gathered during a walk-through audit and additionally requires testing and measurement to quantify energy uses and losses and determine the economics for change. Comprehensive audits are required for all non-mission variable buildings over 10,000 gross square feet. The comprehensive audit provides an evaluation of how much energy is used for each function, such as lighting, process, etc., and requires a model analysis, such as a computer simulation, to determine energy use patterns and predictions on a year-round basis, taking into account such variables as weather data. The comprehensive energy audit includes information such as:

- The type, size, energy use and performance of the major energy using systems and their interaction with the building envelope, the climate and weather influences, usage patterns and related environmental concerns;
- Appropriate energy and water conservation maintenance and operating procedures;
- Recommendations for the acquisition and installation of energy conservation measures, including solar and other renewable energy and water conservation measures; and
- A strategy to implement the recommendations.

<u>Energy Metric.</u> A mathematical equation used to track energy use against productive output, facility utilization or physical facility characteristics to measure progress toward Agency energy-efficiency goals.

Energy/Water Management. The judicious and effective use of energy and water. The goal of an energy/water management program is not only to reduce energy and water consumption, but also to reduce the amount of energy and water needed to produce existing energy output. Successful energy/water management involves not only energy and water conservation, planning and engineering, but also facilities and maintenance management, procurement, administration, and communications and public affairs.

Executive Memorandum of April 26, 1994 - Environmentally and Economically Beneficial Practices on Federal Landscaped Grounds. This memorandum requires Federal grounds and federally-funded projects to use regionally native plants for landscaping where cost-effective and practical. It also requires facility managers to promote construction practices that minimize adverse effects on the natural habitat, minimize the use of fertilizers and pesticides,

use integrated pest management techniques and recycle green waste. It also requires the use of water-efficient practices, such as minimizing runoff, using mulches, using efficient irrigation systems and performing timely water audits.

Executive Order 13123 - Greening the Government Through Efficient Energy Management.

Provisions include requiring Federal agencies to improve energy efficiency in Federal buildings by 35% relative to 1990 levels and industrial and lab facilities by 25% relative to 1990 by 2010; reducing greenhouse gas emissions by 30% below 1990 levels by 2010; increasing investments in and purchase of electricity from renewable energy sources; working with the Department of Energy in developing water consumption baselines and goals; and exempting fewer facilities from compliance and reporting requirements; .

<u>Mission Variable Energy Facilities</u>. An individual building, structure or complex, including the associated energy consuming support systems, which satisfies the following criteria:

- Uses equipment, processes or systems to conduct scientific research, development, test and evaluation in direct support of one or more of NASA's Strategic Enterprises;
- Energy costs are funded by benefiting program(s) (except where all facility energy costs are paid by the institution from a single appropriation);
- Energy usage is intensive, that is, annual energy usage equals or exceeds one of the following:
  - (a) The minimum British Thermal Units (BTU) per gross square foot per year (BTU/GSF/Yr) exceeds established values (See NPG 8800.17 Table 1) for facilities classified as "Buildings"; or
  - (b) Five billion BTUs for facilities classified as "Other Structures".
- NASA Energy Conservation Management and Implementation Plan (ECMIP). A document defining responsibilities and actions required to meet Federal energy management goals through the FY 2000.
- NASA Environmental Tracking System (NETS). An Agency-wide electronic reporting system used to track each Installation's energy efficiency and water conservation progress.
- National Energy Conservation Policy Act (NECPA), as amended by the Energy Policy Act of 1992.

  Increases conservation and energy efficiency requirements for government facilities, energy utilities and consumers. In addition, EPAct requires that Federal facilities achieve a 20% increase in per-square-foot energy efficiency by 2000 compared to a 1985 baseline. (Executive Order 13123 modifies the goal further to 35% 30% for industrial and laboratory facilities by the year 2010.) It also authorizes the Department of Energy (DOE) to issue rules and guidance on Energy Savings Performance Contracts (ESPCs) for Federal agencies and requires Federal agencies to train and utilize energy managers.
- Non-mission Variable Building. A building that is subject to the Federal building energy reductions goals. This definition includes office buildings, storage buildings, laboratories, and other research and development buildings that are not energy-intensive. It does not include mission variable facilities and other structures housing energy intensive activities which are exempt from the Federal building energy reduction goals and industrial facilities.

Operator Maintenance. Operator Maintenance is the examinations, trouble shooting, lubrication, minor repairs (no larger in scope than Trouble Calls), and adjustments of equipment and systems that have an operator assigned. Repairs performed under this category do not qualify as trouble calls.

Walk-through Energy Audit. A visual inspection of a facility made to determine operation and maintenance energy saving opportunities, as well as gather information to determine the need for a more detailed audit. Walk-through audits are required for all mission variable facilities and for non-mission variable facilities under 10,000 gross square feet. Typical concerns that may be covered by a walk-through audit include: reduction of infiltration/exfiltration; quality of HVAC equipment operation and maintenance (O&M), including controls; lighting system energy efficiency opportunities; ventilation system operation, control and opportunities for improvement; and tenant use practices.

<u>Water Conservation</u>. The planned management of water to prevent exploitation, destruction or neglect of our water resources. Water conservation management is a relatively new science that incorporates audits of resources and uses of water, development and installation of water-saving solutions and verification of water-cost savings.

Xeriscape. Landscaping using plants with very low water requirements.

<u>Year 2000 Compliance</u>. The information technology (hardware, software and firmware) accurately processes date and date-related data from, into and between the 20<sup>th</sup> and 21<sup>st</sup> centuries and from, into and between the years 1999 and 2000, including leap year calculations.

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NOTE TO SPECIFICATION WRITER: The GENERAL REQUIREMENTS paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification. The writer may want to include additional work such as unique energy cost savings initiatives underway or additional reports such as preparation of a potable water management plan. Depending on the amount, this information could be summarized briefly in paragraph C.32.(a), *General Requirements*, and/or detailed as an attachment in Section J. If some services are already being performed by contract or by in-house forces, the writer should clarify the scope of work by adding a *Work Excluded* paragraph to this Subsection. Be careful to avoid giving bidders the impression that if work is not specifically excluded, it is automatically included.

a. <u>General Requirements</u>. The intent of this solicitation is to obtain Energy and Water Conservation Management Services at !INSERT NAME OF CENTER OR INSTALLATION! by means of a combination firm fixed-price and indefinite quantity contract. The Contractor shall furnish all labor, supervision, materials, equipment, transportation, and management

necessary to provide energy and water conservation program management services in accordance with Federal statute and regulations including but not limited to the National Energy Conservation Policy Act (NECPA), as amended by the Energy Policy Act of 1992, subsequent Executive Orders and memoranda, NASA directives including NPD 8800.16, NASA Environmental Management, NPG 8820.1B, Facilities Maintenance and Energy Management Handbook, and NPG 8800.17, Energy Metrics for NASA Facilities. Program management services shall also be compliant with the NASA Energy Conservation Management and Implementation Plan (ECMIP), State of !INSERT NAME! and local requirements, as listed in Attachment J-H1, with the Government-approved Operation Procedures Plan, !INSERT NAME OF THE CENTER OR INSTALLATION! Standard Operating Procedures and with the requirements specified in this Performance Work Statement. The objective of this Performance Work Statement is to provide energy and water management that will proactively minimize energy and water consumption without affecting safety or mission operations, maximize energy and water use efficiency, make personnel aware of the importance of limiting energy and water use to their minimum requirements and obtain the most efficient utility services available (i.e., sufficient, quality and reliable utility services at the lowest cost).

b. Scope of Work. The Contractor shall perform all energy and water management services including, but not limited to developing, maintaining and adhering to an Operation Procedures Plan, long- and short-range energy and water conservation plans, and other energy and water efficiency-related plans and schedules. The Contract work includes performing energy and water usage audits; developing and promoting energy and water efficiency awareness programs; energy management including load shifting, effective scheduling, price negotiating for quality and reliable product delivery and partnering with the utility companies. The Contractor shall perform meter reading, verification of utility bills and analysis; maintenance and management of a computerized energy management and control system. The Contractor's work includes providing engineering and technical services, such as reviewing projects that may impact the energy and water conservation program, making recommendations for projects based on analysis, such as retrofitting existing buildings or installing high efficiency equipment and devices, training, and representation at meetings and conferences as the Center energy expert. The firm, fixed-price contract requirements shall be performed in accordance with the Performance Requirements Summary (PRS), Attachment J-E1, at the frequencies and/or performance criteria specified within the contract requirement. Non-recurring, indefinite quantity requirements shall be performed in accordance with COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. Additionally, the Contractor shall manage all internal operations necessary to perform the requirements of this Performance Work Statement such as internal work scheduling and customer support, data gathering, records maintenance, report preparation, and problem follow-up and resolution. The work in this Subsection includes:

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\*

- (1) Recurring Work. Recurring Work (included in the firm fixed-price portion of the contract) in this subsection includes but is not limited to, the day-to-day management and formal scheduling of energy and water management services at !INSERT NAME OF CENTER/INSTALLATION!, providing technical assistance to !INSERT NAME OF CENTER/INSTALLATION ENERGY BOARD, ETC!, management of the !INSERT CENTER'S OR INSTALLATION'S! energy and water conservation program and promoting to the !INSERT CENTER OR INSTALLATION! personnel and general public awareness of it; maintenance and operation of the Energy Management and Control System (EMCS); scheduled, periodic energy and water audits and analyses; monthly electric and water meter readings and consumption reports; scheduled, periodic energy and water usage reports; utility bill verifications and analyses; scheduled, periodic relamping and leak detection; and the preparation, maintenance and quarterly resubmission of the Operation Procedures Plan and all of its' integral components and related documentation. These tasks shall be accomplished in accordance with COSS Subsection C.12., General Requirements and Procedures for Recurring Work and requirements of this subsection.
- (2) Non-recurring Work. Examples of non-recurring work in this subsection include, but are not limited to, repairs to the EMCS monitoring equipment greater than trouble call or operator maintenance scope; performing investigations for suspected water leaks; and performing unscheduled energy and water audits, training and other studies for customers by special request. This work shall be ordered from the unit price labor and/or tasks listed in Section B, and accomplished in accordance with COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work and requirements of this subsection.
- c. <u>Exclusions</u>. The following work associated with energy and water management services will be performed by others and is excluded from the requirements of this contract:
  - (1) Project design and facility construction, demolition, alterations, repairs and maintenance (except for the maintenance of the EMCS and other energy and water monitoring equipment used by the Contractor in the performance of this work See Attachment J-C5-32).

!ETC!

 d. Regular Working Hours. The Contractor shall provide Contract services during normal work hours, from !INSERT NORMAL START TIME! to !INSERT NORMAL COMPLETION TIME!, Monday through Friday except during official Federal holidays and as otherwise provided. The hours may extend beyond regular working hours in support of various research projects and programs related to NASA's mission and goals. The Contractor shall provide these additional services as required by the Contracting Officer and will be negotiated under the *Changes* paragraph. If the Contractor desires to carry on work on Saturday, Sunday, holidays or outside regular working hours, the Contractor must obtain Contracting Officer approval.

e. Government Quality Assurance (QA). In accordance with FAR 52.246-4, "Inspection Of Services - Fixed-price", Section E, each phase of the services rendered under this contract is subject to Government inspection, during the Contractor's operations and after completion of the tasks. The Government's Quality Assurance Surveillance Program is not a substitute for Quality Control by the Contractor. All findings of unsatisfactory or non-performed work will be administered in accordance with the "Consequences of Contractor's Failure to Perform Required Services" clause of Section E. All costs associated with rework are the responsibility of the Contractor. The Government reserves the right to choose the inspection methods, frequencies, depth and detail; define its own Predictive Testing and Inspection (PT&I) program if one is to be used as part of its QA Program; and vary the inspection schedules and procedures during and after work performance, without notice to the Contractor.

NOTE TO SPECIFICATION WRITER: In addition to the list in Attachment J-H1 and the Technical Reference Library, many Center's/Installation's list and make available the publications and documents on their internet home page.

f. References and Technical Documents. Applicable Federal, state and local laws and regulations, NASA and other Publications, industry standards, activity maps and drawings and other pertinent documents referenced in this performance work statement are listed in Attachment J-H1. Additionally, the Technical Reference Library (TRL) provides information such as copies of the actual documents listed in Attachment J-H1; locations and sizes of facilities as shown on the !INSERT NAME OF CENTER/INSTALLATION! Master Plan; technical information on the facilities, systems and equipment to be monitored and/or serviced; !INSERT CENTER OR INSTALLATION! demographic, organization and operational data that may impact energy and water usage and efficiency; property boundary limitations; service agreements with other Federal, state and local agencies and jurisdictions; copies of contract documentation with utility suppliers; etc. See Paragraph C.32.i., *Technical Reference Library (TRL)*.

#### g. Standards.

- (1) All work shall meet the quality, procedures, timeliness, documentation and other standards specified herein and in the *Performance Requirements Summary (PRS)*, Attachment J-E1, as applicable, and shall be accomplished in conformance with approved and accepted standards of the industry and equipment manufacturers, with all applicable !INSERT NAME OF CENTER/INSTALLATION!, local, state, and Federal standards, and with all applicable facilities and safety codes.
- (2) All information technology provided, operated and/or maintained by the Contractor under this performance work statement shall be Year 2000 compliant.

!*************************************
NOTE TO SPECIFICATION WRITER: If this Subsection is a stand-alone contract then the
following paragraph should be used. Otherwise, the writer should reference Paragraph C.7.h,
Interface With Government Forces and Other Contractors, modified as required.
***********************************

- h. Cooperation With Other Contractors. Other contractors and/or Government forces !MAY BE or ARE! engaged in similar or supporting work or work that impacts on the Contractor's efforts. The Contractor for this contract shall cooperate with Government forces and all other contractors and avoid conflicts with the others' performance and work schedules. Under no circumstances shall the Contractor perform work not included in the firm fixed-price of this Performance Work Statement at the request of Government forces or another contractor without approval of the Contracting Officer. In the event of conflicts with other Government forces or contractors that cannot be satisfactorily resolved, the matter shall be referred to the Contracting Officer for decision. Such decisions shall be final and subject to the right of appeal in accordance with the *Disputes* clause, Section I.
- i. Technical Reference Library (TRL). A TRL will be set up in Building !INSERT BUILDING NUMBER! by the Government, where interested offerors may come and review material related to this contract. TRL data shall include, but not be limited to, applicable Government publications and regulations; operation and maintenance procedures; plans and drawings; Government and manufacturers' equipment operation and maintenance manuals; historical data; !INSERT CENTER OR INSTALLATION! demographic, organization and operational data; copies of applicable and required utility service agreements and contracts; and other documents referred to in Attachment J-H1. The Contractor shall as part of the firm fixed-price work continuously maintain and update TRL data throughout the entire contract period, make it available for use by government employees and authorized contractor personnel and turn the up-to-date TRL over to the Contracting Officer prior to the completion or termination date of the contract.
- j. <u>Documentation</u>. All work shall be documented in accordance with the requirements of Subsection C.12 for Recurring Work and C.13 for Indefinite Quantity work. The Contractor shall prepare and maintain an Operation Procedures Plan as required in Paragraph C.32.k. Additionally, Attachment J-C6-32 lists the records and reports required of the Contractor as part of this work and provides sample report formats. See also Paragraph C.32.n., *Management*.

- (1) Operation Procedures Plan. The Contractor as part of the firm fixed-price shall submit an Operation Procedures Plan to the Contracting Officer complete and in the prescribed format in accordance with the requirements listed in paragraph C.32.k.
- (2) <u>Long-range Plan</u>. The Contractor shall as part of the firm fixed-price work prepare and maintain a long-range Energy and Water Conservation Plan for !INSERT NAME OF CENTER/INSTALLATION! to meet the goals and objectives prescribed in NECPA and Executive Order 13123. The Plan shall be prepared and delivered to the Contracting Officer complete and in the prescribed format for approval within !INSERT NUMBER! calendar days following the contract start date. Following approval, the Plan shall be included in the Operation Procedures Plan (C.32.k) and updated annually not later than the anniversary date of the original Plan. The Plan shall include but not be limited to the following:
  - (a) Detail of the Center or Installation's plans for complying with all federal statute, standards, executive orders, and requirements related to energy and water conservation.
  - (b) Energy and water conservation goals and objectives to be met.
  - (c) Identification and status of known facility construction and retrofit projects designed to improve energy and water efficiency.
  - (d) Actions to be taken to mitigate the effects of anticipated increased operational growth or research requirements.
- (3) Energy and Water Contingency Plan. The Contractor shall as part of the firm fixed-price work prepare and maintain an Energy and Water Contingency Plan for !INSERT NAME OF CENTER/INSTALLATION!. The Plan shall be prepared and delivered to the Contracting Officer complete and in the prescribed format for approval within !INSERT NUMBER! calendar days following the contract start date. Following approval, the Plan shall be included in the Operation Procedures Plan (C.32.k) and updated annually not later than the anniversary date of the original. The Plan shall include but not be limited to emergency procedures required to be taken in instances of energy or water shortages, priorities and special circumstances or exemptions, procedures for load shedding and obtaining alternative energy and water sources (if applicable). The plan shall include organizational points of contact and phone numbers of authorized decision-makers, copies of applicable utility service contracts and agreements and a flexible plan of action and milestone schedule for returning to normalcy. A sample format is provided in Attachment J-C6-32.
- (4) <u>Installation Energy Efficiency and Water Conservation Progress Report</u>. The Contractor shall as part of the firm fixed-price provide an annual Installation Energy Efficiency and Water Conservation Progress Report to the Contracting Officer for approval, complete and in the prescribed format not later than the !INSERT DATE! of each year. The report shall include necessary energy project and other information required to comply with the reporting requirements of the Agency Energy Conservation and Management Implementation Plan (ECMIP), the Agency Report to the Secretary of Energy and the

Center Energy Management Self-Assessment. The report shall be completed using the NASA Environmental Tracking System (NETS) Agency-wide reporting system. A sample format is provided in Attachment J-C6-32.

- (5) Quarterly Energy and Water Consumption Data. The Contractor shall as part of the firm, fixed-price submit quarterly installation and off-site energy and water consumption data to the Contracting Officer complete and in the prescribed electronic format not later than the !INSERT DATE! of each fiscal quarter. The report shall be completed using the NASA Environmental Tracking System (NETS) Agency-wide reporting system. A sample format is provided in Attachment J-C6-32.
- (6) Fluorescent Lighting and Group Relamping. The Contractor shall as part of the firm, fixed-price prepare and maintain a Fluorescent Lighting and Group Relamping Plan for !INSERT NAME OF CENTER/ INSTALLATION!. The Plan shall be prepared and delivered to the Contracting Officer complete and in the prescribed format for approval within !INSERT NUMBER! calendar days following the contract start date. Following approval, the Plan shall be included in the Operation Procedures Plan (C.32.k) and updated annually not later than the anniversary date of the original submittal. The Plan shall include but not be limited to a monthly schedule for replacing fluorescent lamps and group relamping. Fluorescent ballasts should only be replaced when changing the lamps to a more efficient type (e.g., T-8's) and not regularly during periodic maintenance for lumen maintenance. The schedule shall ensure that no less than !INSERT PERCENTAGE! of all facilities' lamps are replaced each quarter and that !INSERT PERCENTAGE! of the lamps are replaced each year before repeating the cycle. The Contractor shall prepare the schedule such that the amount of replacement work required is approximately the same for each quarter. A sample format is provided in Attachment J-C6-32.
- (7) <u>Facility Audit Plan</u>. The Contractor shall as part of the firm, fixed-price prepare and maintain a Facility Audit Plan for !INSERT NAME OF CENTER/ INSTALLATION!. The Plan shall be prepared and delivered to the Contracting Officer complete and in the prescribed format for approval within !INSERT NUMBER! calendar days following the contract start date. Following approval, the Plan shall be included in the Operation Procedures Plan (C.32.k) and updated annually not later than the anniversary date of the original submittal. A sample format is provided in Attachment J-C6-32. The Plan shall include but not be limited to:
  - (a) An annual schedule for performing facility energy and water audits. The schedule shall ensure that no less than !INSERT PERCENTAGE! of all facilities is audited each year until all facilities have been audited to identify all cost-effective energy and water conservation opportunities. The Contractor shall prepare the schedule such that the amount of work required to perform the audits is approximately the same for each of the !INSERT NUMBER! years. See also Paragraph C.32.p.(4), *Energy Audit*.
  - (b) Identification of those facilities and projects in priority order with the greatest potential for improving energy and water efficiencies.
- (8) <u>Utility Bill Verification Report</u>. The Contractor shall as part of the firm, fixed-price provide to the Contracting Officer a monthly Utility Bill Verification Report that validates

- all ownership, account, usage and rate data. The report shall be submitted to the Contracting Officer within !INSERT NUMBER! days of utility bill receipt. See also Paragraph C.32.p.(3), *Utility Bill Verification*.
- (9) <u>Quarterly Calibration Report</u>. The Contractor shall as part of the firm, fixed-price provide to the Contracting Officer a Quarterly EMCS Calibration Report that provides EMCS maintenance and calibration parameter data on all EMCS components as required. The report shall be submitted to the Contracting Officer within !INSERT NUMBER! calendar days following the start of each new quarter. See also Paragraph C.32.p.(9)(j), *Calibration*.
- (10) <u>Additional Reports</u>. The reports above are representative of the types of reports that have been provided in the past and represent !INSERT CENTER/INSTALLATION NAME! current requirements. Additional reports which could number up to !INSERT NUMBER! based on past history shall be provided by the Contractor as required as non-recurring, Indefinite Quantity work in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work*.

NOTE TO SPECIFICATION WRITER: The use of a Contractor-developed Operation Procedures Plan is encouraged. Use of such a plan is in keeping with the ISO 9000 philosophy and serves a three-fold purpose: First, it requires the Contractor to think and plan ahead the procedures, schedules, coordination, notifications, etc. required of the work that the Contractor will be performing; second, it serves as a task plan, detailing how the Contractor anticipates that the work will be done and the Government's acceptance of the Contractor's understanding; and third, the Government-approved Plan will be used as a basis against which the Contractor's actual performance will be compared for Quality Assurance purposes. The downside of requiring the Contractor to develop an Operation Procedures Plan is that the Plan can range from simple to elaborate with the latter adding a high cost to the contract cost. For that reason, where no Plan currently exists, it is recommended that the Contractor starts simple by combining existing pertinent SOPs, instructions, manuals and schedules into a Plan binder, modified as required, keeping this Plan up to date, making continual improvements as the work progresses, and resubmitting the Plan (or, after its initial approval, a letter stating that the existing Plan is current in all respects) on a Quarterly basis for re-approval by the Contracting Officer. \*

- k. Operation Procedures Plan. The Contractor as part of the firm fixed-price shall develop an Operation Procedures Plan for the provision of energy and water conservation management services at !INSERT NAME OF CENTER OR INSTALLATION!. The objective is to perform Energy and Water Management services in accordance with written and bound procedures to ensure that !INSERT NAME OF CENTER OR INSTALLATION! is provided timely, reliable, quality and efficient energy and water conservation management.
  - (1) <u>Plan Content</u>. The Plan shall be developed using the following guidelines: (1) existing !INSERT NAME OF CENTER OR INSTALLATION! Standard Operating Procedures, (2) the *Facilities Maintenance and Energy Management Handbook*, NHB 8831.2 series, (3) Professional and industrial codes and standards, (4) !INSERT OTHER AGENCIES' AND

## UTILITY SUPPLIERS'MEMORANDA OF UNDERSTANDING, (5) FEDERAL GUIDELINES, ETC.! The Plan shall address but not be limited to:

- (a) Any special instructions and Standard Operating Procedures to be used in performing energy and water conservation management services at !INSERT NAME OF CENTER/INSTALLATION!, observations to be made, criticality codes and special procedures, emergency conditions, !ETC!.
- (b) !INSERT NAME OF CENTER/INSTALLATION!'s energy and water policy and objectives, and the Contractor's strategies, programs and action items that will be followed towards achieving those objectives.
- (c) Energy and Water Efficiency Standards to be met and the procedures to be used by the Contractor to monitor, sample, analyze and report energy and water consumption data.
- (d) Metric Data that will be reported to the Contracting Officer on a monthly basis in accordance with NPG 8800.17., *Energy Metrics for NASA Facilities*. See Attachment J-C6-32 for metric requirements and report format.
- (e) Schedules for known recurring work, such as scheduled facility inspections, relamping, leak detection, meter readings, and utility bill verification. See also Paragraphs C.32.j.(6), Fluorescent Lighting and Group Relamping, C.32.n.(3), *Annual Work Schedule*, and C.32.n.(4), *Monthly Work Schedule*.
- (f) A Facility Audit Plan that identifies those facilities with potentially the highest priority projects based on cost effectiveness and schedules periodic energy and water audits of 100% of the facilities over a !INSERT NUMBER!-year period based on the priorities assigned. See also Paragraph C.32.j.(7), Facility Audit Plan.
- (g) Energy and water awareness plans to increase Center awareness of energy and water conservation.
- (h) Energy Efficiency and Water Conservation Long-range Plan, including energy minimization initiatives such as reducing energy and water usage at its source; incorporating alternative energy sources; changing schedules and habits; etc. See also Paragraphs C.32.j.(2), *Long-range Plan*, and C.32.p.(10) *Water Management*.
- (i) Energy and water management training plans including updated class schedules, listings of the subject matter to be discussed, the objectives to be met and training methods (i.e., lecture, workbook exercise, group exercise, etc.) and materials to be used.
- (j) Energy and Water Contingency Plan that provides procedures, including loadshedding, and information for energy and water shortage and contingency periods. See also Paragraph C.32.j.(3), *Energy and Water Contingency Plan*.
- (2) <u>Submission Schedule</u>. A Draft Initial Plan shall be submitted to the Contracting Officer for approval within !INSERT NUMBER! calendar days following the contract start date. The initial Plan should incorporate existing !INSERT NAME OF CENTER/INSTALLATION!

documentation, schedules, procedures, and standards pertinent to this subsection. The Contractor shall review the Plan at least quarterly, make updates, and resubmit the updated Plan (or a written memorandum validating that the existing approved Plan is still accurate in all respects) to the Contracting Officer for approval by the third work day of the start of each calendar quarter. Performance deviation from the approved Operation Procedures Plan is acceptable only with the approval of the Contracting Officer. See also Paragraph C.32.g., *Standards*.

NOTE TO SPECIFICATION WRITER: The specification writer must determine what equipment and material will be provided to the Contractor and select from the following paragraphs as appropriate. Extensive equipment listings should be placed in Attachment J-C3, including the equipment description, age, location, size or capacity, etc. Specific equipment maintenance requirements beyond the requirements of this paragraph should be detailed in Subsection C.12, *General Requirements and Procedures for Recurring Work*, and/or Section J, as appropriate. If the equipment is located at other than the job site or Government furnished facilities, specify the location of the equipment and who has the responsibility for its transportation. If neither equipment nor material will be provided to the Contractor, the OPTIONAL paragraph should be used.

#### l. Government Furnished Equipment.

NOTE TO SPECIFICATION WRITER: !SELECT EITHER (1) OR (1)(OPTIONAL)! The Contractor should be self-sufficient, and furnishing any Government property to the Contractor is *highly* discouraged. It is good policy to *not* furnish the Contractor with government property, except where the property is so specialized that it makes good financial sense to do so. By making the Contractor responsible for providing all property, all accountability, inventory and maintenance responsibilities are passed on to Contractor management and those who use it, rather than to already-limited Government resources.

\*

- (1) <u>Government Furnished Property and Services</u>. Government furnished property and services will be provided for the performance of this contract in accordance with COSS Subsection C.5., *Government Furnished Property and Services*.
- (1) (OPTIONAL) The Contractor shall furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.
- m. <u>Contractor Furnished Items</u>. Except for the items listed in COSS Subsection C.5., *Government Furnished Property and Services*, the Contractor as part of the firm, fixed-price shall provide all facilities, equipment, material and services in accordance with COSS Subsection C.6, *Contractor Furnished Items*, to perform the requirements of this contract.

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NOTE TO SPECIFICATION WRITER: A separate *Management* Subsection similar to COSS Subsection C.8 is preferred with a brief reference made to it in this Subsection. However, if the Energy/Water Conservation Management Services function stands alone, then a specific paragraph similar to the following is appropriate in this Subsection.

- n. Management. The Contractor shall as part of the firm fixed-price manage the total work effort associated with the Energy and Water Conservation Management services required herein to assure fully adequate and timely completion of these services. Such management includes, but is not limited to, planning, scheduling, report preparation, establishing and maintaining records, quality control and other responsibilities identified in !INSERT NPG TITLE AND NOMENCLATURE!. The Contractor shall provide a staff with the necessary management expertise to assure the timely and quality performance of the required work. An effective energy and water management program would include the establishment of clearly defined responsibilities and authority for the energy manager and a management structure that would support the energy manager's activities.
  - (1) <u>Energy Manager</u>. The Contractor shall as part of the firm, fixed-price provide a focal point to the NASA Energy Manager to assist, as necessary, in performing energy management functions at !INSERT NAME OF CENTER/INSTALLATION!
  - (2) <u>Work Control</u>. The Contractor shall implement all necessary scheduling and personnel and equipment control procedures to ensure timely accomplishment of all energy and water conservation management service requirements.
  - (3) <u>Annual Work Schedule</u>. Within !INSERT NUMBER SUGGEST 15! calendar days after award, the Contractor shall as part of the firm, fixed-price submit to the Contracting Officer, a general schedule of the Contractor's planned performance of work for the contract period. The Schedule shall indicate the week of the month that monthly or more frequent services will be accomplished, the month of the year that items of less than monthly frequency will be accomplished, the location to receive services, and the services to be accomplished. The Contractor shall update the schedule no later than the annual anniversary date of the current approved schedule and resubmit it to the Contracting Officer for approval. A copy of the approved Annual Work Schedule shall be maintained in the Operation Procedures Plan. See Paragraph C.32.k., *Operation Procedures Plan*. A sample schedule is provided in Attachment J-C6-32.

NOTE TO SPECIFICATION WRITER: Add to the following paragraph, any other known requirements that must be scheduled. Specific requirements for these services must then be included in the applicable paragraphs of this Subsection and/or the SOP.

(4) <u>Monthly Work Schedule</u>. The Contractor shall as part of the firm, fixed-price work prepare and submit to the Contracting Officer for approval a Monthly Work Schedule. The Contractor's Monthly Work Schedule shall indicate the specific energy and water management services planned and reports due over the next month. The schedule shall

identify any equipment or systems expected to be taken off-line for any contingent reasons and the anticipated length of the off-line period. The monthly work schedule shall be submitted to the Contracting Officer for approval at least !INSERT NUMBER – SUGGEST 3! days prior to the start of the month. A sample schedule is provided in Attachment J-C6-32.

- (5) Records and Reports. The Contractor shall as part of the firm fixed-price maintain an electronic database of all records and prepare reports as set forth in Attachment J-C6-32. A copy of all reports shall be maintained on-site and available for inspection by the Government at all times. All records and reports prepared and maintained under this contract shall remain the property of the Government and shall be turned over to the Contracting Officer within !INSERT NUMBER! calendar days after contract completion or termination. See also Paragraph C.32.j., *Documentation*, and specific requirements within this performance work statement.
- (6) <u>Contractor Licensing, Certification and Staffing Requirements</u>. The Contractor shall as part of the firm, fixed-price comply with the following requirements:
  - (a) <u>Licenses and Certification</u>. Licenses required of the Contractor to conduct business (i.e., local or state business licenses) shall be obtained prior to beginning work on this contract. Personnel licensing and certification shall be complete before that respective individual performs any work where individual licensing or certification is required under this contract. The Contractor shall submit verification of all licensing and certifications to the Contracting Officer within !INSERT NUMBER SUGGEST 30! days after contract award and within !INSERT NUMBER SUGGEST ONE (1)! day of any affected personnel changes thereafter. All licenses and certificates shall be current and shall be kept current throughout the contract period.
  - (b) <u>Staffing</u>. The Contractor shall continuously maintain an adequate staff with suitable management and professional expertise to assure work is performed, scheduled and completed in accordance with the time and quality standards specified in this Performance Work Statement. The degree of skill of individuals shall be commensurate with that required for the work. All apprentices shall be supervised and have work checked by the applicable lead journeyman in their particular field.
  - (c) <u>Energy Managers</u>. All Contractor employees with significant energy management responsibilities shall be trained energy managers as defined in the Energy Policy Act of 1992.
- o. <u>Compliance</u>. The NASA compliance program supports NASA's efforts to protect and conserve natural resources while performing its mission operations, research and industrial processes. The Contractor shall be key in helping !INSERT NAME OF CENTER/

INSTALLATION! address and satisfy the principle challenges of the *Clean Water Act*, which regulates wastewater treatment and other discharges into waterways; the amended *Clean Air Act*, which regulates air emissions from most of our operations; the *Resource Conservation and Recovery Act* (RCRA), which regulates hazardous waste, solid waste and underground storage tanks; the *Energy Policy Act of 1992 (EPAct)*, which increases conservation and energy efficiency requirements for government facilities, energy utilities and consumers; Executive Order 13123, which, among other things, sets energy reduction and efficiency goals for Federal facilities; and with other statute, regulations, instructions and Executive memoranda listed in Attachment J-H1.

- p. Energy and Water Conservation. The Contractor as part of the fixed-price work (unless specifically stated otherwise) shall furnish all labor, supervision, materials, equipment, transportation, and management necessary to provide energy and water conservation management services as required by this Performance Work Statement, the Governmentapproved Operation Procedures Plan and the directives listed in Paragraph C.32.a., General Requirements, and in Attachment J-H1. Energy and water conservation management is the judicious and effective use of energy and water and includes energy and water conservation and engineering and planning, facilities and maintenance management, energy and water procurement and administration, communications, and public affairs. A successful Energy and Water Conservation Management program secures adequate supplies of current and expected needs of electricity, water, natural gas, compressed air, steam and hot and chilled water at the lowest cost consistent with NASA's mission, environmental standards and waste reduction initiatives. The Contractor shall control and evaluate the energy and water conservation program at !INSERT NAME OF CENTER/INSTALLATION! through monitoring prescribed metrics including facility energy efficiency metrics defined in NPG 8800.17, the amount of energy and water purchased, energy and water rate changes, changes in ambient temperatures, changes in plant heat balance, and changes in equipment usage and operational processes. Dynamic or historic trends shall be used to identify potential problem areas. Additionally, the Contractor shall be involved in the early and subsequent stages of facility, energy and utility project development and design by providing technical expertise and guidance as required (See paragraph C.32.p(7), Value Engineering).
  - (1) Meter Reading. The Contractor shall read and log data monthly for all energy sources and utility meters listed in Attachment J-C59-32. Meters shall be read by the !INSERT DATE! and a report shall be submitted to the Contracting Officer not later than the !INSERT NUMBER! day of the month. !INSERT THE FOLLOWING SENTENCE IF DESIRED "The monthly meter reading report shall be made available on the Center's CMMS"!. The Contractor shall also provide a Quarterly Energy and Water Usage Report to the Contracting Officer in accordance with Paragraph C.32.j.(5), Quarterly Energy and Water Consumption Data. Attachment J-C6-32 shows sample log, monthly report, and quarterly report formats. An effective metering program is a program where the Contractor

- proactively monitors and analyzes the meter data to determine usage patterns, inefficiencies, deficiencies, and opportunities.
- (2) Relamping. The Contractor shall develop and follow a Fluorescent Lighting and Group Relamping Plan in accordance with Paragraph C.32.j.(6), Fluorescent Lighting and Group Relamping. Based on historical data, !INSERT NUMBER! lamps and !INSERT NUMBER! ballasts were replaced over the last two years. The Contractor shall replace all lighting systems requiring replacement with energy saving lighting systems complying with IEEE Standards. Fluorescent ballasts should only be replaced when changing the lamps to a more efficient type (e.g., T-8's) and not regularly during periodic maintenance for lumen maintenance. Replacement lighting systems in office spaces shall provide between 50 to 60 foot-candles at 30 inches above the floor. Replacement lighting systems in corridor spaces shall provide between 20 to 30 foot-candles at 30 inches above the floor. Replacement lighting systems in research spaces, clean rooms, industrial areas and other spaces shall provide adequate candlepower commensurate with the specific space usage in accordance with the requirements of !INSERT NAME AND NOMENCLATURE OF GUIDE DOCUMENT!.
- (3) <u>Utility Bill Verification</u>. The Contractor shall review the monthly utility charges to verify consumption as compared to past history and established standards. The utility charges shall be evaluated for consistency with previous billing, utility costs per square foot, and overall utility bill trends. The Contractor shall also verify account ownership and ensure that !INSERT NAME OF CENTER/INSTALLATION! is getting the best available rates for service, late fees, taxes and surcharges. A report summarizing the results of the evaluation, including possible opportunities for improvement, shall be provided to the Contracting Officer within !INSERT NUMBER! days of each utility bill receipt. A sample format is provided in Attachment J-C6-32.

(4) Energy Audit. The Contractor shall as part of the firm, fixed-price monitor energy and water usage and conservation efforts with the assistance of comprehensive and walk-through energy and water audits of each facility listed in Attachment J-C60-32 in accordance with the approved Facility Audit Plan. See Paragraph C.32.j.(7), Facility Audit Plan. A complete, written report shall be provided to the Contracting Officer in the approved format within !INSERT NUMBER! days of completing each audit. The energy and water audit shall be compliant with the provisions of Executive Order 13123. An effective energy and water audit accounts for energy and water volumes used by each end user and summed-up for the whole facility, determines if and where excess water and energy are being used and ways their use may be reduced, evaluates the overall efficiency of building systems (HVAC, lighting, envelope, etc.) and of individual components comprising those systems (cooling towers, pumps and motors, lamps and ballasts, windows, etc.), provides information on the quality of water required for and discharged

from each operation, investigates alternative energy sources, and recommends energy and water efficiency and cost-savings opportunities. The Contractor shall maintain an electronic database that includes the facilities' energy and water historic and usage data relative to actual purchases and usage, commodity and transportation costs, local weather conditions, level of operations and special events, and contract details.

- (a) <u>Walk-through Audit</u>. Walk-through audits are designed to identify obvious deficiencies such as excessive infiltration and exfiltration, poor quality HVAC operation and maintenance, opportunities for new energy- and water-conserving technologies, inefficient tenant use practices, etc.
- (b) Comprehensive Audit. The comprehensive audit builds on the data gathered during walk-through audits and involves actual testing and measurement to quantify energy and water uses and losses and a thorough review of energy, water, facility, demographic, environmental and other meaningful data. The Contractor shall record all of the energy and water that enter the facility during the !MONTH, QUARTER, YEAR!, identify and quantify how that energy and water are being used and distributed, calculate energy and water loss or savings, and determine the potential for greater energy and water and demand savings. The energy and water audit shall also evaluate the financial viability of new retrofits, upgrades and installations as well as the results of new operating efficiency projects to determine if the expected savings have been achieved. The comprehensive audit shall include, but not be limited to, the following information:
  - 1 The type, size, energy and water use and performance of the major energy and water using systems and their interaction with the building envelope, the climate and weather influences, usage patterns and related environmental concerns;
  - 2 Identification of trends, changes and discrepancies;
  - 3 Appropriate energy and water conservation maintenance and operating procedures;
  - 4 Recommendations for the acquisition and installation of energy and water conservation measures based on pay-back and life-cycle cost analyses; and
  - 5 A strategy to implement the recommendations.
- (5) <u>Leak Detection</u>. The Contractor shall as part of the firm, fixed-price develop and manage a periodic distribution system leak detection program using appropriate Predictive Testing and Inspection (PT&I) equipment and techniques, such as ultrasound listening devices, flow measuring devices and dyes. In instances where the Contractor has reason to believe that there exists a water leak, the Contractor shall advise the Contracting Officer of the circumstances and proposed approach, and after obtaining approval from the Contracting Officer to proceed, shall investigate and detect the presence, location and size of the leak as a non-recurring (Indefinite Quantity) work item in accordance with Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* The results of the investigation shall be documented and provided to the Contracting Officer within !INSERT NUMBER! days of its completion. The Contractor shall also provide

- positive results of leakage and their relative criticality to Work Control so that remedial action can be planned and scheduled.
- (6) <u>Installation of Efficient Devices</u>. The Contractor shall be an advocate for and ensure Center compliance with Federal statute and regulations concerning energy and water conservation requirements. These requirements include but are not limited to the procurement and installation of efficient devices such as ultra low-flush toilets, low-flow showerheads and water-efficient appliances (*Plumbing Products Efficiency Act of 1994* and *EPAct*). Other conservation measures that should be considered include the installation of heat pumps, motion detectors, waterless urinals, special flush devices, low-flow faucets, pressure-reducing valves, efficient lawn watering, use of low-water-use plants, xeriscaping and other similar examples. In industrial applications, the Contractor shall be an advocate for proactive water conserving measures such as recirculation, recycling and ozonation, as appropriate.

- (7) <u>Value Engineering</u>. Cost savings realized as a direct result of the Contractor's proactive water and energy conservation program relative to an established baseline shall be shared by the Government and the Contractor in accordance with the provisions of !INSERT PARAGRAPH NUMBER! and where the program resulting in the cost savings is specifically delineated beforehand in the Operation Procedures Plan and approved by the Contracting Officer.
- (8) <u>Engineering and Technical Services</u>. The Contractor shall provide the following engineering and technical services as required on a unit price, indefinite quantity basis in accordance with COSS Subsection C.13, *General Requirements and Procedures for Non-Recurring (Indefinite Quantity) Work:* 
  - (a) New EMCS and DDC Installations. The Contractor shall be required to provide engineering and technical services for new EMCS and DDC installations. Services shall include, but are not limited to, design reviews of related control, mechanical, and electrical systems. Over each of the last two years, !INSERT NUMBER! and !INSERT NUMBER! such studies, respectively, have been conducted. Attachment J-C8-32A shows example study titles and levels of effort.
  - (b) New Meter Planning and Installation. The Contractor shall be required to provide engineering and technical services for new meter planning and installation. These services shall include all labor and materials for providing the following functions: meter sizing, product selection and engineering. New electrical meters shall be readable remotely by the EMCS unless conditions determined by the Government make it unnecessary. In those and in all other cases, meters shall have local accumulation of data and local display of readings. Over each of the last two years there were !INSERT NUMBER! projects to install !INSERT NUMBER! meters at

!INSERT NAME OF CENTER/INSTALLATION!. Attachment J-C8-32B shows example projects and levels of effort during the past two years.

- (c) <u>Commissioning</u>. The Contractor shall provide expert guidance to the design organization on energy matters at the earliest and subsequent stages of project development. This guidance shall be directed toward the design or planned improvement of generation, distribution and collection facilities to achieve efficient and economical system operation (including manpower and material costs) and the evaluation of alternatives such as new, state-of-the-art technologies now available, the types of energy to be used and centralized versus decentralized systems. The means to acquire utility systems considering privatization initiatives, electric utility deregulation, utility purchasing options and demand-side management shall also be evaluated and considered in project development and design. Attachment J-C8-32C shows example projects and levels of effort during the past two years.
- (d) <u>EMCS Interface</u>. The Contractor shall be required to provide consultation on EMCS interfaces as requested by the Contracting Officer. Over each of the last two years, !INSERT NUMBER! EMCS consultations have been conducted involving !INSERT NUMBER! man-hours.
- (e) <u>Procurement Recommendations</u>. The Contractor shall participate in and make recommendations in utility procurement decisions where such factors as privatization, deregulation, demand-side management and various purchasing options including rate structures, load aggregation, unbundled services, competitive bidding, and procurement through alternative utility providers are to be factored into the most favorable rates, quality and reliability requirement considerations.
- (9) Energy Management and Control System (EMCS). The Contractor shall provide all labor, supervision, tools, materials, equipment, incidental engineering, and transportation to operate, maintain, and repair the !INSERT NAME OF CENTER/INSTALLATION! Energy Management Control System (EMCS). The EMCS purpose is to efficiently control HVAC, lighting and other energy consuming equipment. All work, unless specified otherwise, shall be fixed-price and performed in accordance with Subsection C.12., *General Requirements and Procedures for Recurring Work* and the requirements of this subsection. The Contractor shall provide the following services:
  - (a) <u>Continuous Monitoring</u>. The Contractor shall provide on-site surveillance and control of the EMCS to regulate and detect abnormal conditions (i.e. outside the operating parameters) in equipment operations on a 24 hours per day, 7 days per week basis. Trouble calls *on equipment being monitored* shall be handled in accordance with the appropriate Trouble Call procedures (See COSS Subsection C.11, *General Requirements and Procedures for Trouble Call Work*.)
  - (b) <u>Trouble Calls</u>. The Contractor shall be responsible for performing all trouble calls *on EMCS monitoring equipment* in accordance with Subsection C.11., *General Requirements and Procedures for Trouble Call Work*. Attachment J-C8-32D lists the number of trouble calls and man-hours expended over the last two years on EMCS monitoring equipment.

- (c) Operator Maintenance. The Contractor shall perform operator maintenance on EMCS monitoring equipment within facilities where operators or watch standers physically provides continuous monitoring services. Operator maintenance is performed by the equipment operator or watch stander and is fixed-price recurring work. It includes inspection, tests and minor repairs up to trouble call limits. Repairs or maintenance that exceed trouble call limitations, and which are not covered by the Preventive Maintenance program furnished in Attachment !INSERT ATTACHMENT NUMBER!, will be performed in accordance with Subsection C.13, General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. The Contractor shall follow approved maintenance procedures and associated checklists in the performance of maintenance work. The EMCS equipment shall be maintained in optimum operating condition with all systems operational, functional, and ready to respond to any alarm situation according to its design purpose and intent. In addition to performing operator maintenance on on-line equipment, the Contractor shall periodically operate, inspect, and service idle EMCS equipment. Operator maintenance is an integral part of EMCS continuous monitoring; therefore, no estimated man-hours are available.
- (d) Equipment Availability. The Contractor shall ensure that the EMCS is operational at all times except for scheduled or planned outages and within restrictive limits for unplanned situations discussed herein. The Contractor shall have no more than !INSERT NUMBER! scheduled maintenance periods per type of system in the same location in any one (1) calendar year. For unscheduled and unplanned outages, all facility alarm systems shall be inoperable for no longer than !INSERT HOURS! hours per incident or !INSERT NUMBER! total hours per month. System outages in excess of the allowed down-time per month is unacceptable.
- (e) <u>System Administrator Tasks</u>. The Contractor shall perform !INSERT CENTER COMPUTER SYSTEM! related systems administrator tasks for new hardware and general system maintenance such as performing weekly file system backups and recovery, maintaining user accounts, upgrading and installing software, administering software licenses and implementing security patches. During !INSERT YEAR! !INSERT NUMBER! labor hours and during !INSERT YEAR! !INSERT NUMBER! labor hours were expended while performing system administrator tasks.
- (f) <u>Database Administration</u>. The Contractor shall maintain the EMCS database to provide information on building energy use, energy cost data, consumption, historical data, trends, operating demands, potential energy deficiencies, building utilization efficiencies, alarms, utility outages, and hardware changes. The expected labor-hours for database administration is approximately !INSERT NUMBER! annually.
- (g) <u>Drawing Updates</u>. The Contractor shall maintain an up-to-date EMCS layout schematic and drawings to reflect current system configuration. Updates shall be provided to the Contracting Officer no later than !INSERT NUMBER! days after the changes are completed. The number of changes and updates that may be expected is approximately !INSERT NUMBER! annually.
- (h) Load Shedding. The Contractor shall periodically perform load shedding (usually

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during the summer months) operations as required and generate a plan for its accomplishment. The plan shall be available for !INSERT CENTER/ INSTALLATION! inspection at any time. The plan shall be approved by the Contracting Officer and ready for use no later than !INSERT NUMBER! calendar days following the contract start date and shall be updated as considered necessary by the Contractor. Load shedding procedures shall be incorporated in the Energy and Water Contingency Plan and included as part of each update of the Operation Procedures Plan. See also Paragraph C.32.j.(3) *Energy and Water Contingency Plan*.

- (i) <u>Special Requests</u>. The Contractor shall respond to special, EMCS-related research and customer requests as approved by the Contracting Officer. Such requests as part of the firm fixed-price shall not exceed !INSERT NUMBER! times and !INSERT NUMBER! number of labor-hours per year. Special requests exceeding these numbers shall be performed as non-recurring, indefinite quantity work in accordance with Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work*.
- (j) <u>Calibration</u>. The Contractor shall calibrate EMCS components at no less than the frequencies listed in Attachment J-C61-32. A quarterly calibration report shall be submitted to the COTR no later than !INSERT NUMBER! days after each quarter. Attachment J-6-32 shows an example report. See also Paragraph C.32.j.(9), *Quarterly Calibration Report*.
- (k) <u>Orientation Presentations</u>. The Contractor shall provide EMCS orientation and overview presentations to visitors and Management as requested by the Contracting Officer. The number and duration of presentations that may be expected each year are approximately !INSERT NUMBER AND RANGE OF DURATION!, respectively.
- (l) <u>CMMS Updates</u>. The Contractor shall continuously update the CMMS historical database to reflect any and all EMCS equipment failures and corrective actions taken. All data shall be accurate and current. Performing CMMS updates is an integral part of EMCS continuous monitoring and a documentation performance requirement of this contract.
- (10) Water Management. The Contractor shall as part of the firm, fixed-price manage the water conservation program at !INSERT NAME OF CENTER/INSTALLATION!. The Contractor shall develop and implement a program that defines the priorities where the greatest payback and benefit would occur, water conservation baselines, how water conservation technologies and measures will be selected and implemented and a schedule for implementing those measures. The Contractor shall ensure that !INSERT NAME OF CENTER/INSTALLATION! complies with the EPAct and Executive Order 13123 requirements, including purchasing products in the upper quartile of energy and water efficiency.
  - (a) <u>Oversight, Assessment and Metrics</u>. The Contractor shall monitor and assess regularly the success of the implemented water conservation program. The Contractor shall provide the results annually to the Contracting Officer in the form of the Installation Energy Efficiency Water Conservation Progress Report (See Paragraph C.32.j.(4.)).

This assessment shall reveal the areas where measures are successful or ineffective and where program modifications are required. The assessment shall determine the program's effectiveness relative to the original goals and established baselines, cost savings, program participation, political acceptance, public image and managing supply and demand problems. Before implementing new replacement measures the Contractor shall thoroughly evaluate them for operational, political, productivity and personnel impact and benefit-cost analysis.

- (b) <u>Planning</u>. The Contractor shall provide as part of the Operation Procedures Plan an annual Energy Efficiency and Water Conservation Long-Range Plan and schedule. The Plan and schedule shall include all components of the water conservation program, including but not limited to identification of opportunities, education programs, component installation and follow-up activities such as measurement and evaluation. See also Paragraph C.32.j.(2), *Long Range Plan*.
- (c) Expertise. The Contractor shall represent in an "expert" capacity !INSERT NAME OF CENTER/INSTALLATION! at all NASA water conservation and environmental conferences, investigations, testimonies, working groups or similar meetings where "expert" presence by a !INSERT CANTER/INSTALLATION! representative is required. Attendance at off-site conferences, meetings, etc., will be ordered on an asneeded, indefinite quantity basis in accordance with Subsection C.13., General Procedures and Requirements for Non-recurring (Indefinite Quantity) Work.
- (d) Xeriscaping. The Contractor shall comply with the Executive Memorandum of April 26, 1994 on the subject of Environmentally and Economically Beneficial Practices on Federal Landscaped Grounds. Accordingly, the Contractor shall promote among NASA and Contractor engineers, designers, design and construct personnel, landscapers and landscape architects the use of water-efficient practices including but not limited to proper planning and design, soil analysis, the use of regionally native plants for landscaping wherever doing so is practical and cost-effective, locating turf areas where they would provide the most functional benefit, minimizing runoff, using mulches that retain moisture, using efficient irrigation systems, and performing timely water audits and maintenance. A successful xeriscaping program is one that results in reduced water use, decreased energy use because of reduced pumping and pre-treatment, decreased storm water and irrigation runoff, fewer landscaping wastes and lower labor and maintenance costs.
- (11) <u>Awareness Program</u>. The Contractor as part of the firm, fixed-price work (unless noted otherwise) shall carry out the plans laid out in the Operation Procedures Plan to increase energy and water conservation awareness. The purpose of the awareness program is to ensure that existing water usage behavior is prudent, to ensure that existing energy and water-using systems are used to their maximum efficiency and to lay the groundwork for major energy and water efficiency projects and initiatives. An effective awareness program is a program that increases motivation toward conservation, results in proactivity and increases energy and water savings by !INSERT PERCENTAGE! % relative to a preawareness program baseline.

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- (a) Communication. The Contractor shall establish and communicate to !INSERT NAME OF CENTER/INSTALLATION! Management and personnel facility energy and water conservation policies and goals, on-going energy and water conservation activities and summarize and publicize energy and water water conservation achievements. The communication effort shall provide for the conspicuous displaying of the energy and water usage data and trends in each of the top twenty user buildings within !INSERT NUMBER! days of data availability. The Contractor shall make available to all personnel at !INSERT NAME OF CENTER/ INSTALLATION! educational materials such as newsletters, e-mail notices, homepage articles, posters and other public awareness literature that communicate the program's goals and user participation procedures.
- (b) <u>Training</u>. The Contractor shall provide energy and water conservation awareness training as required on a non-recurring (Indefinite Quantity) basis in accordance with Subsection C.13., *General Policy and Procedures for Non-recurring (Indefinite Quantity) Work*. The purpose of the training is to instruct users about the goals and reasons for participating in a long-term energy and water conservation program and to encourage users to follow conservation procedures for reducing their energy and water use.

**END OF SECTION C.32** 

#### SECTION J: LIST OF ATTACHMENTS FOR SUBSECTION C.32

NOTE TO SPECIFICATION WRITER: The numbering system used below is an extension of the system used in Section J, *List of Attachments* (March 1997, NASA GPWS For COSS). The attachments listed below should be combined with or added to the appropriate attachments from the March 1997, NASA GPWS For COSS Attachment J to form a complete document. Examples of attachments to include in the completed document are Attachment J-1, *Department of Labor Wage Determination*, J-C1, *Inventory of Buildings, Structures, Equipment, and/or Systems*, J-C2, *Government Furnished Facilities*, J-C3, *Government Furnished Equipment*, J-C4, *Government Furnished Material*, J-C5, *Contractor Furnished Material*, etc.. The user should add, modify or delete attachments as required to support the contract being prepared and include those Attachments marked "\*", as required.

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### **ATTACHMENT J-C6-32**

## LIST OF REQUIRED RECORDS AND REPORTS

!*******	*******	*******	********	**
plans) the Center/Installat the contract covered in Su have for its operation, rem sample formats for record	ion will require the Corbsection C32. Include tembering each require sor reports.	ntractor to provide for only those items that t ment will add cost to t	cords and reports (including the general management of the Center/Installation must he contract. Also attach an ***********************************	f st y
l. Records (Contractor Re	sponsibility).			
SPECIFICATION REFERENCE	REPORT TITLE	WHEN <u>SUBMITTED</u>	SUBMITTED SAMPLE TO ATTACHE	
2. Reports (Contractor Re	esponsibility).			
SPECIFICATION	REPORT	WHEN	SUBMITTED SAMPLE	Ξ
REFERENCE	TITLE	SUBMITTED	TO ATTACHE	ED

## **ATTACHMENT J-C8-32A**

### **EMCS AND DDC STUDIES**

!******************************
NOTE TO SPECIFICATION WRITER: Below is an example format for providing historical data
on EMCS and DDC studies. The specification writer should review this example and revise it to
match Center/Installation requirements/data. The specification writer should provide data on more
than one year if available and representative of contract requirements.
***************************************

This EMCS and DDC studies information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends in the workload.

FY !INSERT YEAR!		
DATE	TITLE OF STUDY	HOURS

### **ATTACHMENT J-C8-32B**

## METER INSTALLATION, CALIBRATION AND MAINTENANCE

	ses only and is inc the workload.	and maintenance information is provided a cluded to indicate the approximate order of	
		FY !INSERT YEAR!	
Date		Project Title (Installation)	Hours
		FY !INSERT YEAR!	
Date	Meter Identification	Calibration/ Maintenance Task Description	Hours
	Identification	Description	

## **ATTACHMENT J-C8-32C**

### **FACILITY COMMISSIONING**

· · · · · · · · · · · · · · · · · · ·
NOTE TO SPECIFICATION WRITER: Include facility commissioning project historical data
covering more than one year if available and representative of contract requirements.
**************************************

This facility commissioning information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends in the workload.

	FY !INSERT YEAR!	
DATE	PROJECT TITLE	HOURS

### **ATTACHMENT J-C8-32D**

## EMCS MONITORING EQUIPMENT TROUBLE CALLS

!*************************************
NOTE TO SPECIFICATION WRITER: Use a format similar to this Attachment to identify all
Trouble Calls associated with EMCS monitoring equipment. Trouble Calls for equipment being
monitored (i.e., hot/cold calls) are the responsibility of the facility maintenance contractor and will
be identified separately. Include trouble call historical data covering more than one year if
available and representative of contract requirements.
***************************************

This trouble call historical data is provided for information purposes only and is included to indicate the approximate order of magnitude involved in !INSERT NAME OF CENTER/ INSTALLATION! EMCS monitoring equipment Trouble Calls. The Contractor is advised that Trouble Calls for equipment *being monitored* are identified separately in Attachment J-C8-XX.

	TROUBLE CALLS FYXX		
DATE	DESCRIPTION	CRAFT	HOURS

## **ATTACHMENT J-C59-32**

## LIST OF UTILITY METERS TO BE READ

<u>.</u> ************************************
NOTE TO SPECIFICATION WRITER: Include ALL meters the Contractor is to read manually or
remotely and the day of the month and frequency the readings are to be made.
***************************************

This is a list of meters to be read and reported in accordance with Paragraph C.32.p.(1).

		UTILITY METERS		
Location	Meter Identification	Description	Frequency	Read Manually (M) or Remotely (R)

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#### **ATTACHMENT J-C60-32**

### LIST OF FACILITIES FOR ENERGY AUDITS

perform walk-th	arough and comprehensive energy au	idits. *********	*********
The Contractor Paragraph C.32	shall perform energy and water auditp.(4).	ts on the listed facilities	in accordance with
FACILITY	FACILITY NAME	W – Walk-through	Due Date or
NUMBER		C - Comprehensive	Frequency

## **ATTACHMENT J-C61-32**

## EMCS AND METER CALIBRATION FREQUENCIES

!*************************************
NOTE TO SPECIFICATION WRITER: Include ALL EMCS components and meters the
Contractor is to calibrate, the date of the last calibration and the calibration frequency for each
component and meter.
***************************************

The Contractor shall calibrate the components and meters listed below at the frequencies shown.

EMCS COMPONENT AND METER CALIBRATION										
I D NUMBER	COMPONENT OR METER LOCATION DATE OF LAST FREQUENCE CALIBRATION									

#### **ATTACHMENT J - E1-32**

#### PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The Contract Requirements listed in the attached PRS (Column (2)) are considered the most critical for satisfactory contract performance. The Performance Requirements associated with each Contract Requirement are as shown in the PRS and include:

- A. <u>Work Requirements</u>. A series of subtasks associated with each particular Contract Requirement, considered most critical to satisfactory contract performance, are listed in column (3) of the PRS. Note that unsatisfactory performance of work requirements in Column (3) marked with an "\*" will result in an unsatisfactory rating for the entire contract requirement.
- B. Weight. The value of each Work Requirement in column (3) is specified as a percentage in column (4) of the total Contract Requirement in column (2). The percentages are based on judgement, taking into account both the costs incurred by the Contractor in carrying out a particular Work Requirement and the detriment to the Government if the Work Requirement is not satisfied. The Weight compared with the accepted line item unit prices provided in Section E, *Schedule of Deductions*, will be the primary basis for deducting for partially performed, unsatisfactorily performed and non-performed work. The Government may withhold total payment of a contract requirement if the Government determines that the workmanship quality is unsatisfactory.
- C. <u>Standard of Performance</u>. The Standard of Performance for each Work Requirement is identified in column (5) of the PRS with a reference to the respective paragraph in Section C that specifies in detail the work to be performed.

\*

	ATTACHMENT J-E1-32							
	PERFORMANCE REQUIREMENTS SUMMARY							
CO	CONTRACTOR PERFORMANCE REQUIREMENTS							
	QUIREMENTS							
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE				
C32A	Management	1. Technical Reference Library (TRL)	5	Paragraph C.32.i.				
		2. Documentation	20	Paragraph C.32.j.				
		3. Energy Manager	10	Paragraph C.32.n.(1)				
		4. Annual Work Schedule	5	Paragraph C.32.n.(3)				
		5. Monthly Work	30	Paragraph C.32.n.(4).				
		Schedule *						
		6. Records and Reports	15	Paragraph C.32.n.(5)				
	7. Contractor Lic Certification & S		15	Paragraph C.32.n.(6)				
C32B	Energy and Water	1. Meter Reading*	20	Paragraph C.32.p.(1)				
	Conservation	2. Relamping	10	Paragraph C.32.p.(2).				
		3. Utility Bill Verification	10	Paragraph C.32.p.(3).				
		4. Energy Audit	15	Paragraph C.32.p.(4).				
		5. Leak Detection	10	Paragraph C.32.p.(5).				
		6. Energy Management & Control System	15	Paragraph C.32.p.(9).				
		7. Water Management	10	Paragraph C.32.p.(10)				
		8. Awareness Program	10	Paragraph C.32.p.(11)				

<sup>\*</sup> Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

END OF SECTION J

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# QUALITY ASSURANCE PLAN # 32 - ENERGY/WATER CONSERVATION MANAGEMENT

## **Surveillance Guide #1 - Management**

1. Contract Requirement. Management

**NOTE** - This Guide QA Plan is based on the assumption that Energy/Water conservation is part of a total Center Operations Support Services (COSS) contract. Therefore, certain Management tasks are best evaluated as part of the overall contract Management QA Plan associated with Subsection C.8., *Management*. These include common requirements for special managers (i.e., Energy Manager); licensing, certification and staffing requirements; Technical Library; Work Control; and Annual and Monthly Work Schedules. Certain management requirements, however, are considered specifically relevant and should be part of the Energy/Water conservation QA Plan.

Work Requirements	Standards of Performance
a. Operations Procedure Plan	Content of the Operations Procedure Plan is in accordance with C32.k.
	Updates to the plan are provided quarterly per C.32.k
b. Documentation	Documentation is submitted on time in accordance with C.32.j. and C.32.n.
	Documentation content is complete and in accordance with C32.j and C.32.n.
	Electronic database is maintained current and contains records and reports in accordance with Attachment J-C6-32.

2. <u>QA Evaluation decisions</u>. Table 1 below summarizes key evaluation decisions about each of the work requirements above. It is placed in tabular format for easy reference by the Quality Assurance Evaluator (QAE).

Table 1 - QA PLAN EVALUATION DECISIONS ENERGY/WATER CONSERVATION							
Contract Requirement Work Requirement Requ							
1. Energy/ Water Conservation Management	a. Operations Procedures Plan	100%	NA	This is a Pass/Fail requirement	NA		
wanagement	b. Documentation	100%	NA	This is a Pass/Fail requirement	NA		

#### 3. <u>Sampling Procedures</u>. NA

#### 4. Evaluation Procedures.

- a. <u>Operations Procedures Plan</u>. The Operations Procedures Plan needs to be evaluated when first submitted and then quarterly during required updates. The QAE needs to verify that each plan update was submitted for Government approval on time and that the contents of the plan contain the required elements specified.
- b. <u>Documentation</u>. The Annual Work Schedule is too infrequent a requirement to justify consideration in each monthly QA evaluation summary and is better evaluated in the *Management QA Plan* (COSS QA Plan #1). The monthly work schedule and other required periodic documentation however should be evaluated as part of the monthly evaluation. The QAE should also access the electronic database to ensure that all required records and reports are maintained current.

One proposed evaluation worksheet format is shown below:

### Management Evaluation Worksheet

A. Operational Procedures Plan	Content of Plan is	Updates Are Provided	Overall Rating
	IAW C.32.k.	On Time	S/U
	S/U	S/U	
Initial Submission			
Quarterly Update:			
Comments:			

B. Documentation	Timeliness S/U	Contents S/U	Currency of data S/U	Overall Rating S/U	)
Monthly Work					
Schedule					
Electronic Database					
Comments:					
		Tota	l Unsats		
		MAI	DN		
		CDR	R Recommended?	Y N	

- Analysis of Results. At the end of the month, summarize the results of the month's inspections
  and calculate the total unsatisfactory findings for each of the major work requirements.
  Recommended payment deductions will be calculated for each contract requirement on the
  Monthly Payment Analysis Form.
  - a. If the number of defects for a work requirement is equal to or less than the MADR, the Contractor's overall performance is satisfactory.
  - b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.

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c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a Contract Deficiency Report (CDR) be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for each work requirement.

# QUALITY ASSURANCE PLAN # 32 - ENERGY/WATER CONSERVATION MANAGEMENT

#### **Surveillance Guide #2 - Energy and Water Conservation**

1. <u>Contract Requirement</u>. Energy and Water Conservation.

#### Work Requirements

#### Standards of Performance

a. Meter Readings All energy sources listed and meters are read monthly

and report is received by the <INSERT> of the month

per C.32.p.

Data is analyzed and inefficiencies, deficiencies, and

opportunities are identified per C.32.p.

b. Relamping Replacement of fluorescent and incandescent lamps is

performed in accordance with the replacement plan

schedule per C.32.p.

c. Utility Bill Verification Utility bill analysis report is provided on time.

Possible opportunities for improvement are identified

per C.32.p.

d. Energy Audit Energy audit is conducted in accordance with the

approved Facility Audit Plan per C.32.p.

Audit report is provided on time per C.32.p.

Electronic database of Energy/Water conservation is

maintained current per C.32.p.

e. Leak Detection PT&I leak detection program is performed in

accordance with the Operations Procedures Plan per

C.32.p.

f. EMCS Operations. Operator maintenance is performed on both running

and idle EMCS equipment in accordance with

established formal procedures and checklists. Facility

alarm systems are inoperable for no longer than

<INSERT> hours per C.32.p.

EMCS and schematics databases are maintained

current per C.32.p.

Load shedding is performed in accordance with the approved Operations Procedures Plan per C.32.p.

EMCS components are calibrated in accordance with required frequencies per C.32.p.

CMMS is updated to reflect all EMCS equipment failures and corrective actions per C.32.p.

g. Water Management Water conservation progress and assessment of

program success is provided in Annual report per

C.32.p.

Expertise provided is influential in achieving greatest payback and benefits over conservation baseline per

C.32.p.

h. Awareness Program Awareness Program initiatives result in an average

energy and water savings of <INSERT> / month relative to pre-program baseline data per C.32.p.

Communication material is readily available and includes the display of water usage data and trends in each of the top 20 user buildings within <INSERT>

days of availability per C.32.p.

2. <u>QA Evaluation Decisions</u>. Table 2 below summarizes key evaluation decisions about each of the work requirements above. It is placed in tabular format for easy reference by the QAE.

#### 3. Sampling Procedures.

- a. <u>Relamping</u>. Arbitrarily select the required weekly sample size from the total number of relamping locations scheduled for service that month. Try to sample various buildings throughout the Center/Installation unless there are special critical facilities requiring greater attention.
- b. <u>Leak Detection</u>. An on-site evaluation is suggested. Choose the required number of evaluation locations from the total number of tests scheduled for that month.
- c. <u>EMCS Operations</u>. Arbitrarily select the required sample size from the total number of pieces of EMCS equipment scheduled for service that month.
- 4. <u>Evaluation Procedures</u>. Two separate evaluation worksheets are suggested for the Energy/ Water conservation operations; one for those work requirements that are sampled, and one for the 100% inspection of specific reports. See Attached Worksheets.

- a. <u>Meter Readings</u>. On the report due date, the QAE should review a copy of the report or speak to the customer receiving the report and verify that it is timely and that the Contractor has provided all required data and some analysis of efficiencies, deficiencies and opportunities.
- b. <u>Relamping</u>. Based on the relamping plan, the QAE should choose a representative percentage of locations to visit following (by one or two days) the scheduled relamping date and physically check some of the lamps to verify that they are replacements. The QAE also needs a light meter to randomly check suspect low lighting or overly lit areas.
- c. <u>Utility Bill Verification</u>. The QAE should confirm that utility bills have been verified for correctness and on time and review the analysis report in detail, confirming that the Contractor has made practical and supported recommendations for improvement opportunities.
- d. <u>Energy Audit</u>. The QAE first needs to confirm that an audit is scheduled for the month, and if so, that the correct type of audit was performed and that the ensuing audit report was provided on time. Additionally, the QAE should access the electronic database and confirm the currency of energy and water usage data. The comprehensive audit report should be reviewed in detail to ensure its contents meet the requirements of C.32.p.(4).
- e. <u>Leak Detection</u>. An on-site evaluation is suggested. Try to witness the testing in progress using the Contractor's Work Schedule to pre-determine the time and place where leak detection testing is scheduled to take place. Confirm the accuracy of the leak detection reports and feasibility of the recommendations.
- f. <u>EMCS Operations</u>. The CMMS database may be used to confirm all maintenance performed on EMCS equipment and whether or not it was performed on schedule. Additionally, the QAE should review a representative sample of the EMCS and CMMS databases to ensure they are current.
- g. <u>Water Management</u>. Evaluate the Water Conservation progress report for timeliness and content. The assessment made by the Contractor should provide a realistic assessment of the program's effectiveness.
- h. <u>Awareness Program</u>. Use the energy and water usage database to track trends in usage and the effectiveness of conservation measures resulting from the Contractor's awareness program. Be sure to separate those usage reductions that result from other actions not related to consumer awareness.

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		QA PLAN E ERGY/WATE		ON DECISIONS EVATION	
Contract Requirement	Work Requirement	Primary Method of Inspection	MADR	Monthly Quantity of Work	Initial Suggested Level of Inspection
1. Energy/ Water Conservation	a. Meter Readings	100%	NA	NA- QAE should analyze the CMMS monthly report in detail	NA
Operations	b. Relamping	Planned Sampling	5%	Number of offices or other location areas as designated on the replacement plan.	10%
	c. Utility Bill Verification	100%	NA	NA- Utility Bill Analysis Report is analyzed in detail.	NA
	d. Energy Audit	100%	NA	NA - Audit evaluation applies if audit is conducted that month.	NA
	e. Leak Detection	Planned Sampling	5%	Number of locations or sections of systems to be tested IAW Operation Procedure Plan.	10%
	f. EMCS Operations.	Planned Sampling	3%	Number of individual pieces of EMCS equipment maintained.	10%
	g. Water Management	100%	NA	NA- Progress report is evaluated in total as are any initiatives to improve usage over baseline.	NA
	h. Awareness Program	100%	NA	NA- QAE evaluates Results of awareness program	NA

- 5. <u>Analysis of Results</u>. At the end of the month, summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form.
  - a. **If the number of defects for a work requirement is equal to or less than the MADR**, the Contractor's overall performance is satisfactory.

- b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
- c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a CDR be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE should summarize the results of the month's inspections and calculate recommended payment deductions for <u>each</u> work requirement.

### EVALUATION WORKSHEET ENERGY/WATER CONSERVATION OPERATIONS - PART 1

Month
-------

	Relan	nping	Leak Detection	EMCS Operations					
Location or Unit	On Schedule	Lighting Levels	Timeliness of Test	Timeliness	Facility Alarm	Data Base	Load Shed	Calibrate	CMMS
Evaluated	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U

NOTE - This format is suggested for these work requirements because the evaluation method suggested is planned sampling. In contrast, the other work requirements are 100% review of reports.

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## EVALUATION WORKSHEET ENERGY/WATER CONSERVATION OPERATIONS - PART I1

Month	
-------	--

T. D. I. I	m: 1:		0. 11.		Overall
Item Evaluated	Timeliness		Quality		Grade
		S/U		S/U	S/U
a. Meter Reading	Entered in		Data is analyzed and		
Monthly Report on	CMMS on		inefficiencies, deficiencies,		
CMMS	schedule		and opportunities are		
			identified.		
b. Utility Bill	Submitted on		Opportunities for		
Analysis Report	Schedule		improvement are		
			identified.		
c. Water Manage-	Submitted on		Expertise provided		
ment Progress	schedule		achieves benefit.		
Report					
d. Awareness			Savings/Month is increased		
Program Results			by <insert> % due to</insert>		
			awareness program.		
TOTAL UNSAT					
MADN					
Comments:					

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# SAMPLE PAYMENT ANALYSIS FORM ENERGY/WATER CONSERVATION

Month	
111011111	

Work Requirement	Price per Month A	Number of Units/ Month B	Price per Unit C	Number of Unsat. Findings D	Price of Unsat. Work E	Liquidated Damages (10%) F	Deduction: Unsat. Plus Damages (E+F)
a. Operations Procedures Plan	71	Б		D	L	1	(LII)
b. Documentation							
c. Meter Readings							
d. Re-lamping							
e. Utility Bill Verification							
f. Energy Audit							
g. Leak Detection							
h. EMCS Operations.							
i. Water Management							
j. Awareness Program							
k. Total Deduction							
					l. Total Pa	ayment	

	QAE PERFORMANCE REQUIREMENTS SUMMARY ENERGY/WATER CONSERVATION MANAGEMENT					
	CONTRACTOR REQUIREMENTS			PERFORMANCE REQUIREMENTS		
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	REFERENCE PARAGRAPH	
C32A	Management	a. Operations Procedures Plan b.	65	Plan is complete and adequately detailed. Updates are provided	C.32.k.	
C32B	Energy and Water Conservation	Documentation  a. Meter Readings	20	quarterly  All energy sources listed and meters are read monthly and report is received by the <insert> of the month.  Data is analyzed and inefficiencies, deficiencies, and opportunities are</insert>	C.32.p.(1)	
		b. Re-lamping	10	identified.  Replacement of fluorescent and incandescent lamps is performed IAW the replacement plan schedule.  Required lighting levels are maintained.	C.32.p.(2)	
		c. Utility Bill Verification	10	Utility bill analysis report is received on time and contains opportunities for improvement.  Possible opportunities for improvement are identified.	C.32.p.(3)	
		d. Energy Audit	15	Energy audit is conducted IAW approved Facility Audit Plan.  Audit report is provided on time.  Electronic database of Energy/Water conservation is maintained current.  Required audit data is collected as required.	C.32.p.(4)	

(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	REFERENCE PARAGRAPH
C32B (Cont'd)	Energy and Water Conservation (Cont'd)	e. Leak Detection	10	PT&I leak detection program is performed IAW Operations Procedures Plan.	C.32.p.(5)
(Cont'd)		f. EMCS Operations.	15	Operator maintenance is performed using formal procedures and checklists on both running and idle EMCS equipment  Facility alarm systems are inoperable for no longer than <insert> hours.  EMCS and schematics databases are maintained current.  Load shedding is performed IAW approved Operations Procedures Plan.  EMCS components are calibrated IAW required frequencies.  CMMS is updated to reflect all EMCS equipment failures and corrective actions.</insert>	C.32.p.(9)
		g. Water Management	10	Water conservation progress report and assessment of program success are provided in Annual report.  Expertise provided is influential in achieving greatest payback and benefits over conservation baseline.	C.32.p.(10)
		h. Awareness Program	10	Awareness Program initiatives result in average energy and water savings of <insert> % relative to program baseline data.  Communication material is readily available and includes the display of water usage data and trends in each of the top 20 user buildings within <insert> days of availability.</insert></insert>	C.32.p.(11)

END OF QUALITY ASSURANCE PLAN # 32  $\,$ 

### GUIDE PERFORMANCE WORK STATEMENT

FOR

SUBSECTION 33 - ENVIRONMENTAL SUPPORT SERVICES



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# SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS FOR SUBSECTION 33, ENVIRONMENTAL SUPPORT SERVICES

NOTE TO SPECIFICATION WRITER: The User's Guide for this addendum paragraph III.B discusses a number of issues relative to Section B which the user may want to review prior to tailoring this section. The user must contact the appropriate Center/Installation procurement personnel to identify additional clauses, if any, which may be required in Section B. In the following example contract line item 101 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of sub-line items (See March 1997, NASA GPWS For COSS Attachment B for and example), each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedule of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in a Schedule of Deductions. **BID SCHEDULE 1: BASE PERIOD 1** ITEM DESCRIPTION OF SERVICES/SUPPLIES ANNUAL UNIT UNIT TOTAL NO. **OUANTITY** PRICE PRICE 100 PHASE-IN PERIOD (PIP) **Estimated Cost** 1 LOT Fixed Fee 1 LOT **Total Estimated Cost and Fee for Contract** Line Item 100 PIP LOT \$ 101 FIRM FIXED-PRICE (FFP) WORK: Price for the **BASE PERIOD** for all work specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portions of the contract. (Must equal total Schedule of Deductions – Base Period) **Total Price for Contract Line Item 101** FFP LOT \$ \$ 102 INDEFINITE QUANTITY WORK -

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Bid price for the <u>BASE PERIOD</u> to perform the Unit Priced Tasks of Indefinite Quantity

**UNIT PRICED TASKS:** 

Work. The quantities listed are a realistic estimate provided solely for bid evaluation and for establishing penal sums of bonds (if required).

NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items below are provided for <u>illustration only</u>, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraph III.B.3. of the User's Guide for additional information.

ITEM NO.	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL QUANTITY	UNIT	UNIT PRICE	TOTAL PRICE
	SCHEDULE OF INDEFINITE QUANTITY W	ORK			
102-32-2	Generating Activity Training Classes	!NUMBER!	EA	\$	_\$
102-32-3	Waste Containers	!NUMBER!	EA	\$	_\$
102-32-4	Unscheduled Hazardous Waste Removal	!NUMBER!	EA	\$	_\$
102-32-5	Hazardous Material Handling and Inventory Training Classes	!NUMBER!	EA	\$	\$
102-32-6	ALCM Contaminated Building Area Sign	!NUMBER!	EA	\$	_\$
102-32-7	!ADD ADDITIONAL ITEMS AS NEEDED!	!NUMBER!	??	\$	_\$
<b>Total Price for Indefinite Quantity Work – Unit Priced Task</b> (Contract Line Item 102)					\$

#### 103 INDEFINITE QUANTITY WORK - UNIT PRICED LABOR

Bid price for the <u>BASE PERIOD</u> to perform the Unit Priced Labor for indefinite quantity maintenance and repair work that cannot be identified in sufficient detail to be included in Contract Line Item 102. The quantities listed are a realistic estimate provided solely for the purpose of bid evaluation and for establishing penal sums of bonds (if required). The price for this bid item is the total of the sub-line items listed in the Schedule of Indefinite Quantity Work - Unit Priced Labor below (See COSS Section C Paragraph C13.a.(2)).

NOTE TO SPECIFICATION WRITER: The indefinite quantity labor line items below are provided for illustration only, and should not be considered a complete list. Add or delete items as required

when tailoring the technical specifications. See paragraph II.C.2.b. of the COSS User's Guide for additional information.

ITEM NO.	DESCRIPTION OF SERVICES/SUPPLIES	ANNUAL QUANTITY	UNIT	UNIT PRICE	TOTAL PRICE
	Administrative Specialist	!NUMBER!	HR	\$	_\$
	Data Entry Clerk	!NUMBER!	HR	\$	_\$
	Environmental Technician	!NUMBER!	HR	\$	_\$
	Inventory Management Supervisor	!NUMBER!	HR	\$	_\$
	Inventory & Stock Clerk	!NUMBER!	HR	\$	\$
	Material Handling Laborer	!NUMBER!	HR	\$	\$
	Material Specialist	!NUMBER!	HR	\$	\$
	Recycling Worker	!NUMBER!	HR	\$	\$
	Shipping/Receiving Clerk	!NUMBER!	HR	\$	\$
	Truck driver, Heavy Truck	!NUMBER!	HR	\$	\$
	Truck driver, Light Truck	!NUMBER!	HR	\$	\$
	Truck driver, Medium Truck	!NUMBER!	HR	\$	\$
	Warehouse Specialist	!NUMBER!	HR	\$	\$
	!ADD ADDITIONAL LABOR	!NUMBER!	HR	\$	\$
	CATEGORIES AS NEEDED!				
<b>Total Price for Indefinite Quantity Work – Unit Priced Labor</b> (Contract Line Item 103)					\$
	TOTAL PRICE FOR BASE CONTRACT I (Contact Line Items 101, 102, and 103)	PERIOD			\$

END OF SECTION B

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#### C.33 ENVIRONMENTAL SUPPORT SERVICES

#### **DEFINITIONS**

- <u>Asbestos</u>. Any material containing more than one percent asbestos by weight, which is friable during expected handling.
- Comprehensive Environmental, Response, Compensation and Liability Act (CERCLA). The Act that established the "Superfund" for cleaning up the nation's worst waste disposal sites and holds all generators responsible for past disposal of hazardous wastes. It requires full disclosure of past sites, waives federal sovereignty and eliminates the grandfather clause of "it was okay to do it this way in the past."
- <u>Clean Air Act</u>. 42 USC 7401. The Act established to protect and enhance the quality of the nation's air resources so as to promote public health and welfare. Hazardous material and waste operations must meet air quality standards. Volatile organic compound emission standards and national emission standards for hazardous air pollutants are regulated under this act.
- <u>Clean Water Act</u>. 40 CFR Part 117. The Act that establishes quantity limits for reporting spills of hazardous materials.
- <u>Conservation</u>. The use of all methods and procedures necessary to bring any endangered species or threatened species to the point where special measures are no longer necessary. Such methods include, but are not limited to, all activities associated with scientific resources management such as research, census, law enforcement, habitat acquisition and maintenance, propagation, live trapping and transplantation and, in extraordinary cases where population pressure with a given ecosystem cannot be otherwise relieved, may include regulated taking.
- <u>Corrosive</u>. Any substance that, in contact with living tissue, will cause destruction of tissue by chemical action, but shall not refer to action on inanimate surfaces.
- <u>Disposal</u>. To abandon, deposit, intern, bury or otherwise discard waste as a final action after use has been achieved or a use is no longer intended.
- <u>Department of Transportation (DOT)</u>. DOT regulations govern container marking, labeling and placarding requirements for transporting hazardous materials and hazardous wastes. These guidelines are found in Title 49 CFR, parts 171-172.

Flammable. Having properties of ignitability, combustibility, or ability to cause combustion.

<u>Generator</u>. Any person or organization, by site, whose act or process produces hazardous waste identified in 40 CFR 261 Subpart C or D or causes hazardous waste to become subject to regulation.

<u>Hazardous Waste</u>. A waste material or combination of wastes that is toxic, corrosive, flammable or reactive and would cause substantial injury, serious illness or harm to humans, livestock or wildlife.

<u>Hazardous Material</u>. A substance or mixture of substances that, because of its quality, concentration or physical, chemical or infectious characteristics, may:

- (a) Cause or significantly contribute to an increase in mortality or an increase in serious irreversible or incapacitating reversible illness;
- (b) Pose a substantial present or potential hazard to human health or environment when not properly treated, stored, transported, disposed or handled.

A hazardous material may be toxic, corrosive, flammable, or reactive, if such a substance or combination of substances may cause substantial injury, serious illness or harm to humans, domestic livestock or wildlife.

<u>Hazardous Materials Transportation Act</u>. 49 CFR Parts 170-179. The Act that regulates the transportation of hazardous materials and wastes.

<u>HAZWOPER</u>. Hazardous Waste Operations and Emergency Response.

<u>Health Hazard</u>. A chemical for which there is statistically significant evidence that acute or chronic effects may occur in exposed employees. The term *Health Hazard* includes chemicals that are carcinogens, toxic or highly toxic agents, irritants, corrosives, sensitizers, agents that act on the hematopoietic system (bone marrow and lymph nodes) and agents that damage the lungs, skin, eyes or mucous membranes.

<u>Journeyman</u>. An experienced reliable person who has served a required apprenticeship or equivalent training period (four years or more) in a designated field, craft or trade that can be documented by certificate or diploma from a reputable organization, school, or trade school program.

<u>Label.</u> Any written, printed or graphic material displayed on or affixed to containers of hazardous chemicals.

Material Safety Data Sheet (MSDS). Forms that contain information of the manufacturer, physical properties, hazards and chemical composition of a product prepared usually by the manufacturer in accordance with 29 CFR 1910.1200.

- National Pollutant Discharge Elimination System (NPDES). 40 CFR 122. Under the Clean Drinking Water Act, NPDES is the oldest environmental permitting system in the country. It includes a series of permits for each discharge point into the nation's surface waters to control the type and amount of pollutants that are being discharged.
- <u>Physical Hazard</u>. A chemical for which there is scientifically valid evidence that it is a combustible liquid, a compressed gas, explosive, flammable, organic peroxide, oxidizer, pyrophoric, unstable (reactive) or water-reactive.
- Polychlorinated Biphenyls (PCBs). Highly toxic, noncombustible, synthetic electrical insulating liquid often found in electrical equipment such as transformers, capacitors and other items. PCBs are regulated under the Toxic Substances Control Act (40 CFR 761), the Hazardous Transportation Act (49 CFR) and by various other state agencies. The goal is the prevention of PCB fluids from entry into the environment and the protection of public health.
- <u>Resource Conservation and Recovery Act (RCRA)</u>. 40 CFR Parts 122 and 260-265. The Act that provides EPA regulations to protect human health and the environment from the potential hazards of waste disposal, to conserve energy and natural resources, to reduce the amount of waste generated, and to ensure that wastes are managed in an environmentally sound manner.
- <u>Sharps</u>. Medical waste consisting of any used or unused discarded article that may cause punctures or cuts and which has been or is intended for use in animal or human medical care, medical research or in laboratories using microorganisms. Such waste includes but is not limited to hypodermic needles, IV tubing with needles attached, scalpal blades and syringes (with or without a needle attached). Glassware, blood vials, pipettes and similar items are included if they are contaminated with blood or other bodily fluids.
- <u>Solid Waste</u>. (EPA) Any garbage, or refuse, sludge from a wastewater treatment plant, water supply treatment plant, or air pollution control facility and other discarded material, including solid, liquid, semi-solid, or contained gaseous material resulting from industrial, commercial, mining and agricultural operations and from community activities.
- <u>Superfund Amendments and Reauthorization Act (SARA)</u>. 42 USC 11001. The Act that provides for emergency planning and preparedness, community right-to-know reporting and toxic chemical release reporting. The act requires Material Safety Data Sheets (MSDSs) be prepared by chemical manufacturers of any hazardous chemical.
- <u>Toxic Substances Control Act (TSCA)</u>. 40 CFR 761. The Act that prohibits the manufacture of Polychlorinated Biphenyls (PCBs), their processing, distribution in commerce and use, and provides rules for PCB use in electrical equipment and requirements for inspections and maintenance.
- <u>Treatment</u> (EPA) Any process that changes the physical, chemical or biological character of waste to make it less of an environmental threat. Treatment can neutralize the waste, recover energy or material resources from a waste, render the waste less hazardous, or make the waste safer to transport, store or dispose of.

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<u>Universal Waste</u>. Certain widely generated hazardous wastes that can be collected and managed as controlled wastes under streamlined requirements found in 40 CFR 273. Examples of hazardous waste streams currently included are batteries, mercury-containing lamps and devices, and certain pesticides.

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NOTE TO SPECIFICATION WRITER: The purpose of this contract is to provide technical support to the Environmental Office of the Center/Installation. The Contracting Officer

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Technical Representative (COTR), who has technical oversight of this contract, will normally be part of the Environmental Office staff. For the purposes of this Subsection, the COTR is normally referred to as the primary point of contact for the environmental services support contractor. Other subsections of this COSS refer directly to the Contracting Officer, assuming that the Contracting Officer will delegate these responsibilities in writing to a COTR.

The GENERAL REQUIREMENTS paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification. The writer may want to include additional data such as historic environmental initiatives to date, e.g., an aggressive asbestos encapsulation program that has nearly eradicated the threat of asbestos at the Center. Depending on the amount, this information could be summarized briefly in paragraph C.33.a, *General Requirements*, and/or detailed as an Attachment in Section J. If some services are already being performed by contract or by inhouse forces, the writer should clarify the scope of work by adding a *Work Excluded* paragraph to this Subsection. Be careful to avoid giving bidders the impression that if work is not specifically excluded, it is automatically included.

a. General Requirements. The intent of this solicitation is to obtain Environmental Management Support Services at !INSERT NAME OF CENTER/INSTALLATION! by means of a combination firm fixed-price and indefinite quantity contract. The Contractor shall furnish all labor, supervision, materials, equipment, transportation, and management necessary to provide environmental management support services in accordance with Federal and state laws and regulations, NASA Policy Guide (NPG) !INSERT NUMBER AND NOMENCLATURE!., the Government-approved Operation Procedures Plan, !INSERT NAME OF THE CENTER/ INSTALLATION! Standard Operating Procedures and the requirements specified herein. The Contractor shall perform environmental management services in support of the !INSERT NAME OF CENTER/INSTALLATION! Environmental Office, including, but not limited to, hazard and remedial research; processing and responding to customer requests; the control, handling, packaging, storage, transport and destruction of hazardous waste and materials; sanitary landfill management and statutory compliance oversight; spill response planning and cleanup; and related hazard and environmental monitoring, inspections, sampling, testing and reporting. Additionally, the Contractor shall prepare, receive and maintain accountability of auditable documents, perform required hazardous material inventories, establish and maintain an effective training program and perform required analyses within prescribed timeframes. The Contractor shall perform all related functions such as developing and maintaining internal operating procedures, work control and scheduling, subject matter expertise and technical support to

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the Environmental Office and other customers, personnel certification support, data entry development and maintenance, data gathering, keeping centralized hazardous materials records current, report preparation, and problem follow-up and resolution. The Contractor shall monitor, direct and report on the progress of hazardous/ environmental control work being accomplished throughout !INSERT NAME OF CENTER/ INSTALLATION! These contract requirements shall be performed in accordance with the Performance Requirements Summary (PRS), Attachment J-E1, at the frequencies and/or performance criteria specified within the contract requirement. The facilities in which these services are to be performed are identified in Attachment J-C45-33.

b.	Scope of V	Work. The	work in	this Subse	ection	includes:

NOTE TO SPECIFICATION WRITER: Add to, delete or modify the types of work included in the following paragraphs as appropriate. Be thorough enough to provide the bidders a broad sense of what work is fixed-price, and consequently part of the Contractor's bid, and what work is non-recurring or indefinite quantity. The non-recurring work will be priced separately on a unit price basis based on a given labor rate or on the scope of the task that is to be performed. The paragraphs within this Subsection specify further whether the work is fixed-price or indefinite quantity.

- (1) Recurring Work. Recurring Work (included in the firm fixed-price portion of the contract) in this subsection includes, but is not limited to, the day-to-day management of environmental services in support of the Environmental Office at !INSERT NAME OF CENTER/INSTALLATION!, providing technical assistance to the Environmental Office and to customers, sample taking and laboratory testing, spill response planning, National Pollutant Discharge Elimination System (NPDES) and storm water management, scheduled hazardous waste removal and preparation for transport, sanitary landfill compliance oversight and technical assistance, emissions monitoring and certain facility inspections and !ETC.!, and shall be accomplished in accordance with COSS Subsection C.12., General Requirements and Procedures for Recurring Work and requirements of this subsection.
- (2) Non-recurring Work. Examples of non-recurring work in this subsection include, but are not limited to, spill response services, conducting hazardous waste and material training, provision of waste containers, unscheduled hazardous waste removal and preparation for transport, unscheduled environmental and hazardous material inspections, special reporting, !ETC.! This work shall be ordered from the unit price labor and/or tasks listed in Section B, and accomplished in accordance with COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work and requirements of this subsection.
- c. <u>Exclusions</u>. The following work associated with environmental support services will be performed by others and is excluded from the requirements of this contract:

- (1) Costs directly associated with the laboratory testing of samples of hazardous materials and wastes;
- (2) Preparing and submitting formal permit applications, reporting of spills and formal coordination with regulators;
- (3) Asbestos, lead and other hazardous materials management;
- (4) Coordination and administration of the Material Safety Data Sheet (MSDS) program;
- (5) Pre-packaging of medical wastes;
- (6) Facility construction, demolition, alterations, repairs and maintenance associated with asbestos or lead control, reduction or elimination directly by the Contractor.
- (7) Direct, day-to-day sanitary landfill management, including its operation, maintenance and construction.

NOTE TO THE SPECIFICATION WRITER: If this Subsection is a stand-alone contract then the working hours should be addressed in the following paragraph. Otherwise, the writer should reference COSS Subsection C.9., *Work Outside of Regular Working Hours*, modified as required.

d. Regular Working Hours. The Contractor shall provide these services during normal work hours, from !INSERT NORMAL START TIME! to !INSERT NORMAL COMPLETION TIME!, Monday through Friday (except during official Federal holidays), except as otherwise specified. The hours may extend beyond regular working hours in support of emergency response actions or various research projects and programs related to NASA's mission and goals. The Contractor shall provide these additional services as required by the COTR and will be negotiated under the *Changes* paragraph. If the Contractor desires to carry on non-emergency work on Saturday, Sunday, holidays or outside regular working hours at his or her option, the Contractor must submit an application to the COTR for approval.

NOTE TO THE SPECIFICATION WRITER: If this Subsection is a stand-alone contract then the Contractor Quality Control should be addressed in the following paragraph. Otherwise, the writer should reference COSS Paragraph C.8.c, *Contractor Quality Control*, modified as required.

The Contractor is responsible for Quality *Control*; that is, for having a self-evaluating system in place to ensure compliance with every requirement of the Performance Work Statement, as

### NASA GPWS FOR COSS ADDENDUM

summarized in the Performance Requirements Summary. Quality *Assurance* is, in short, NASA's plan and methodology for ensuring that the Contractor's Quality Control program is in place and working. With the risks and liabilities to the Contractor, NASA and individuals associated with environmental statute and regulatory compliance, an aggressive Government Quality Assurance program is critical when environmental management services and technical support are contracted for. The quality assurance process may take any number of forms, ranging in combination from 100% inspection and random sampling to checks and balances between contractors and customer surveillance. The Quality Assurance Plan will address the most suitable surveillance method for each specific fixed-price function contracted for. Quality Assurance of IDIQ work is usually performed on a case-by-case basis as a precursor to product acceptance and payment.

- e. <u>Contractor Quality Control</u>. The Contractor shall establish, implement and maintain a proactive quality control program that incorporates the quality elements of ISO 9001. The Contractor's Quality Control (QC) Plan shall reflect and incorporate the quality processes and quality management practices submitted in the technical proposal.
- f. Government Quality Assurance (QA). In accordance with FAR 52.246-4, "Inspection Of Services Fixed-price" and Section E, each phase of the services rendered under this contract is subject to Government inspection during the Contractor's operations and after completion of the tasks. The Government's Quality Assurance Surveillance Program is not a substitute for Quality Control by the Contractor. All findings of unsatisfactory or non-performed work will be administered in accordance with the "Consequences of Contractor's Failure to Perform Required Services" paragraph of Section E. All costs associated with rework shall be the responsibility of the Contractor. The Government reserves the right to choose the inspection methods, define its own Predictive Testing and Inspection (PT&I) program to be used in the implementing of its QA Program, and vary the inspection methods and frequencies used during the work, without notice to the Contractor.
- g. <u>Emergency Procedures</u>. The Contractor shall ensure that Contractor employees know how to report any toxic chemical, biohazard, fire, unintentional hazardous discharge, security or other emergency to the proper authorities at !INSERT NAME OF CENTER/ INSTALLATION! and the procedures to be followed to minimize its effects.

!*************************************	****
NOTE TO SPECIFICATION WRITER: In addition to the list in Attachment J-H1 and the	
Technical Reference Library, many activities list and make available the publications and	
documents on their internet home page.	
<u> </u>	444

h. <u>References and Technical Documents</u>. Applicable Federal, state and local laws and regulations, NASA and other Publications, industry standards, activity maps and drawings and other pertinent documents referenced in this performance work statement are listed in Attachment J-H1. Additionally, the Technical Reference Library (TRL) provides additional information such as copies of the actual documents listed in Attachment J-H1; locations and

sizes of facilities as shown on the !INSERT NAME OF CENTER/INSTALLATION! Master Plan; technical information on the equipment to be serviced; mail and material pick-up and delivery points; hazardous waste accumulation sites; off-site hauling destinations; property boundary limitations; service agreements with other Federal, state and local agencies and jurisdictions; etc. See Paragraph C.33.1., *Technical Reference Library (TRL)*.

i. <u>Standards</u>. All work shall meet the standards specified herein; approved and accepted industrial and equipment manufacturer standards; all applicable !INSERT NAME OF CENTER/INSTALLATION!, local, state, and Federal standards; SPECSINTACT, as appropriate; and all applicable facilities and safety codes. During and at the completion of work, debris shall not be allowed to spread unnecessarily into adjacent areas or accumulate in the work area itself. All such debris, excess material, and parts shall be cleaned up and removed at the completion of the job and/or at the end of each day work is in progress.

j. Cooperation With Other Contractors. Attention is invited to the fact that other contractors and/or Government personnel !MAY BE or ARE! engaged in similar and supporting work or otherwise interface with and/or support the Contractor, requiring close cooperation. For example, the Contractor of this contract is responsible for the outermost packaging of medical wastes bagged and/or containerized by others. The Contractor shall cooperate with Government personnel and all other contractors and avoid conflicts with the other's performance and work schedules. Under no circumstances shall additional work be performed by the Contractor at the request of Government employees or of another contractor without approval of the COTR. In the event of conflicts with other Government employees or contractors that cannot be satisfactorily resolved, the matter shall be referred to the COTR for decision. Such decisions shall be final, subject to right of appeal in accordance with the "DISPUTES" clause, Section I.

NOTE TO SPECIFICATION WRITER: It is unlikely that the Contractor would represent NASA on the HMCB in lieu of a civil servant from the Environmental Office. The Contractor may provide technical and clerical support.

k. <u>Hazardous Material Control Board (HMCB)</u>. As part of the fixed-price work the Contractor shall provide technical and administrative assistance, as required, to the !INSERT NAME OF CENTER/INSTALLATION! Environmental Office in their support of and participation with the HMCB. The responsibilities of the HMCB, and by extension of the Environmental Office and Contractor, as required, include but are not limited to:

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- (1) Meeting on a !INSERT PERIODICITY I.E., QUARTERLY! basis, or as necessary, to identify and discuss incidents or problems involving hazardous materials or hazardous wastes, new or changed conditions or regulations and their impact on !INSERT NAME OF CENTER/INSTALLATION!
- (2) Serving as conduits of information between Contractor and NASA Management and the HMCB and to provide recommendations, suggestions or solutions to compliance problems with hazardous materials and waste, spill incidents and other matter affecting or with the potential to affect the environment.
- (3) Monitoring and reporting the metrics associated with environmental issues.
- (4) Monitoring and reporting the status of personnel requiring hazardous material training and certification.
- (5) Providing recommendations for recycling, reusing, reducing or treating hazardous wastes as an alternative to disposal actions.
- (6) Reviewing incident reports of chemical spills, their causes, remedial actions and developing and publishing a "Lessons Learned" to minimize similar instances in the future.
- 1. Technical Reference Library (TRL). A TRL will be set up in Building !INSERT BUILDING NUMBER! by the Government, whereby interested offerors may come and review material related to this contract. TRL data shall include, but not be limited to, copies of applicable Government publications and regulations, applicable plans and drawings, applicable Government and manufacturers' equipment operation and maintenance manuals, and historical data. The Contractor as part of the fixed-price work shall continuously maintain and update the TRL data throughout the entire contract period. All TRL data shall be turned over to the COTR prior to the completion or termination date of the contract.

m. <u>Documentation</u>. All work shall be documented in accordance with the requirements of COSS Subsection C.12 for Recurring Work and C.13 for Non-recurring (Indefinite Quantity) work and the requirements of this subsection. The Contractor shall prepare and maintain an Operation Procedures Plan as required in the following paragraph (Paragraph C.33.n). Additionally, Attachment J-C6-33 lists the records and reports and provides sample report

formats required of the Contractor as part of this contract. See also Paragraph C.33.q., *Management*.

NOTE TO SPECIFICATION WRITER: The use of a Contractor-developed Operation Procedures Plan is optional, but highly encouraged. Use of such a plan is in keeping with the ISO 9000 philosophy and serves a three-fold purpose. First, it requires the Contractor to think and plan ahead the procedures, schedules, coordination, notifications, etc. required of the work that the Contractor will be performing. Second, it serves as a task plan, detailing how the Contractor anticipates work will be done and the Government's acceptance of the Contractor's understanding. Third, the Government-approved Plan will be used as a basis against which the Contractor's actual performance will be compared for Quality Assurance purposes. The downside of requiring the Contractor to develop an Operation Procedures Plan is that the Plan can range from simple to elaborate with the latter adding a high cost to the contract cost. For that reason, where no Plan currently exists, it is recommended that the Contractor starts simple by combining existing pertinent SOPs, instructions, manuals and schedules into a Plan binder, modified as required. Most Centers/Installations already have documentation in place to address these requirements. The Contractor's plan would only need to describe how the Contractor would implement the existing documentation. The Contractor would keep this Plan up to date, resubmitting the Plan (or, after its initial approval, a letter stating that the existing Plan is current in all respects) on a Quarterly basis for re-approval by the COTR.

n. Operation Procedures Plan. The Contractor as part of the firm fixed-price shall develop an Operations Procedures Plan for the provision of environmental management support services at !INSERT NAME OF CENTER/INSTALLATION!. The objective is to perform in accordance with written, bound and Government pre-approved procedures, environmental management support services to !INSERT NAME OF CENTER/ INSTALLATION! that are timely, reliable, of acceptable quality, procedurally correct, properly documented, statute and code compliant and agreeable to the COTR. The Plan shall describe how the Contractor intends to implement existing requirements associated with this subsection and prescribed by (1) !INSERT NAME OF CENTER/INSTALLATION! Standard Operating Procedures, (2) Federal, state and local law and regulations, (3) !INSERT OTHER AGENCIES' MEMORANDA OF UNDERSTANDING, (4) OTHER FEDERAL GUIDELINES, ETC.! A Draft Initial Plan shall be submitted to the COTR for approval within !INSERT NUMBER – SAY, 15! calendar days following the contract start date. The initial Plan shall incorporate documentation, schedules, procedures, and standards pertinent to this subsection. The Contractor shall review the Plan at least quarterly, make updates, and resubmit the updated Plan (or a written memorandum validating that the existing Plan is still accurate in all respects) to the COTR for approval by the third work day of the start of each calendar quarter. Deviation from the approved Operation Procedures Plan and standard operating procedures is acceptable only with the approval of the COTR. See also Paragraph C.33.i., Standards.

NOTE TO SPECIFICATION WRITER: The specification writer must determine what

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equipment and material will be provided to the Contractor and select from the following paragraphs as appropriate. It is recommended that the Contractor, not the Government, provides any tools, equipment and facilities (as much as practical) required to do the work, and that the Government not be in the business of furnishing and having to maintain an inventory of these. That notwithstanding, any extensive equipment listings should be placed in Attachment J-C3, including the equipment description, age, location, size or capacity, etc. Specific equipment maintenance requirements beyond the requirements of this paragraph should be detailed in COSS Subsection C.12, General Requirements and Procedures for Recurring Work, and/or Section J, as appropriate. If the equipment is located at other than the job site or Government furnished facilities, specify the location of the equipment and who has the responsibility for its transportation. If neither equipment nor material will be provided to the Contractor, the OPTIONAL paragraph should be used.

\*

## o. Government Furnished Equipment.

!SELECT EITHER (1) OR (1)(OPTIONAL)!

NOTE TO SPECIFICATION WRITER: It is good policy NOT to furnish the Contractor any

Government property or at least to minimize it to the greatest extent possible. \*

- (1) Government Furnished Property and Services. Government furnished property and services will be provided for the performance of this contract in accordance with COSS Subsection C.5., Government Furnished Property and Services.
- (1) (OPTIONAL) The Contractor shall furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.

## p. Contractor Furnished Items.

(1) Except for the items listed in the COSS Subsection C.5., Government Furnished Property and Services, the Contractor, as part of the firm, fixed-price shall provide all facilities, equipment, material and services to perform the requirements of this contract in accordance with the COSS Subsection C.6, Contractor Furnished Items.

NOTE TO SPECIFICATION WRITER: Use the following paragraph if the Contractor is to provide vehicles and materials handling equipment under this contract. If applicable, insert the following in the paragraph below: "All vehicles must be less than !INSERT NUMBER! model years old and with less than !INSERT NUMBER! miles on the odometer." Include as an Attachment in Section J as much historical data (i.e., annual mileage per HAZMAT vehicle, annual historical vehicle maintenance costs, etc.) as possible. \*

(2) Vehicles and Hazardous Materials Handling Equipment. The Contractor, as part of the firm, fixed-price shall provide all vehicles and hazardous materials handling equipment necessary for the performance of this contract. All vehicles and hazardous materials handling equipment shall be kept in a safe operating condition at all times with a valid state safety inspection sticker attached if required by !INSERT NAME OF STATE OR LOCAL JURISDICTION!. All fuel, oil, lubricants, and maintenance shall be provided by the Contractor. Vehicles smaller than sub-compact automobiles and two-wheeled or three-wheeled vehicles may be used only with the COTR's approval. All vehicles shall be painted identically in an approved color. All vehicles shall be marked clearly with the Contractor's name and/or logo in letters between two and four inches in height.

NOTE TO SPECIFICATION WRITER: A separate *Management* Subsection similar to COSS Subsection C.8 is preferred with a brief reference made to it in this Subsection. However, if the Environmental Services function stands alone, then a specific paragraph similar to the following is appropriate in this Subsection.

An exceptional and responsible contractor Program Manager, knowledgeable of environmental law, will significantly affect the amount of risk burden placed on the Government and responsible individuals. During Contractor selection, the program management system in place and proposed, experience in working with all applicable elements of the environment, certifications and licenses held, and knowledge of environmental law should all be priority factors considered.

- q. <u>Management</u>. The Contractor, as part of the firm fixed-price work, shall manage the total work effort associated with the environmental services required herein to assure fully adequate and timely completion of these services. Such management includes, but is not limited to, planning, scheduling, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide a staff with the necessary management expertise to assure quality performance of the required work. See COSS Subsection C.8., *Management*.
  - (1) Program Manager.

at your specific Center or Installation.

(a) <u>Authority</u>. The Program Manager or designated alternate shall have full authority to act for the Contractor on all contract matters relating to the daily operations of this contract.

- (b) Qualifications. The Program Manager shall have a detailed working knowledge of the following database software systems: !INSERT NAMES OF SYSTEMS! Additionally, the Program Manager shall have in-depth knowledge of Federal, state and local statute and regulations regarding hazardous materials and waste management and other environmental issues, material accounting procedures, principles of inventory control, fundamentals of operating budget preparation, concepts of logistic planning, and management techniques, as required. The Program Manager shall have at least !INSERT NUMBER! years experience in working with hazardous materials and environmental protection, !INSERT NUMBER! years of which is specialized experience and !INSERT NUMBER! years at the managerial level.
- (c) Responsiveness. The Program Manager or designated alternate shall be available during normal working hours within !INSERT NUMBER! minutes to respond to emergency response situations or to meet at !INSERT NAME OF CENTER/ INSTALLATION! with the COTR to discuss areas of concern. The Program Manager or designated alternate shall be on-site during normal working hours and during contingencies requiring work beyond normal working hours. After normal working hours, the Program Manager or designated alternate shall be able to communicate with Center/ Installation personnel by telephone, pager, radio or other means and be able to return to !INSERT NAME OF THE CENTER/ INSTALLATION! within !INSERT NUMBER! hours from the time the first call was received.
- (2) <u>Work Control</u>. The Contractor shall implement all necessary scheduling and personnel and equipment coordination and control procedures to ensure timely accomplishment of all environmental services requirements.
- (3) Annual Work Schedule. Within !INSERT NUMBER! calendar days after award, the Contractor shall submit to the COTR, a general schedule of the Contractor's planned performance of known work for the contract period. The Schedule shall indicate the day or days of the week that weekly or more frequent services will be accomplished, the week of the month that items of less than weekly frequency will be accomplished, the location to receive services, and the services to be accomplished. A copy of the Annual Work Schedule (and subsequent modifications) shall be included as part of the Operation Procedures Plan (see Paragraph C.33.n.).

(4) Monthly Work Schedule. The Contractor's monthly work schedule, submitted to the COTR !INSERT NUMBER – SUGGEST FIVE! work days prior to the first day of the month being scheduled, shall indicate the specific hours of the day that each work center will be manned, including the number of personnel per work center. Other known requirements, such as planned hazardous material deliveries and pick-ups, material hauling schedules, sanitary landfill hours of operation, etc., also shall be shown on the schedule. Proposed changes to the monthly work schedule shall be submitted to the COTR at least !INSERT NUMBER – SUGGEST 72! hours prior to the start of the period in question.

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NOTE TO SPECIFICATION WRITER: Reports and information that the Government periodically needs from the Contractor should be listed in Attachment J-C6-33. Report formats, required information, etc. should be discussed in detail in this Attachment.

- (5) Records and Reports. The Contractor shall maintain an electronic database of all records and prepare reports as set forth in Attachment J-C6-33. A copy of all reports shall be maintained on-site and available for inspection by the Government at all times. All records and copies of reports shall be turned over to the COTR upon request and within !INSERT NUMBER! calendar days after contract completion. See also Paragraph C.33.m., *Documentation*, and specific requirements within this performance work statement.
- r. Contractor Licensing, Certification and Staffing Requirements.
  - (1) <u>Business Licenses and Certification</u>. Licenses and permits required of the Contractor to conduct business and to handle, store, package, transport, transfer, dispose of or otherwise interact with hazardous materials and waste shall be obtained by the Contractor as part of the firm, fixed-price prior to beginning work on this contract or within !INSERT NUMBER SUGGEST 15! calendar days after contract award (which ever occurs first). All licenses, permits and certificates shall be current and shall be kept current throughout the contract period. A failure to obtain appropriate licenses and permits is not grounds for excuse from performance by the Contractor.
  - (2) <u>Personnel Licensing and Certifications</u>. The Contractor shall submit copies of all required personnel licenses, permits and certifications for verification to the COTR prior to any work performance associated with hazardous materials under this Subsection by the affected employees. The Contractor shall be proactive in ensuring that contract personnel maintain the highest level of certification required to perform the defined functions and that changes in certification requirements are addressed within the implementing timeframe of the certification change. A failure to achieve personnel certification is not grounds for excuse from performance by the Contractor. All licenses, permits and certificates shall be current and shall be kept current throughout the contract period.

- (a) <u>Commercial Drivers License (CDL)</u>. Drivers who operate vehicles requiring a Commercial Drivers License must be commercially licensed by the state of !INSERT NAME! to operate those vehicles used in the performance of this contract on Federal, state and local roads and highways.
- (b) <u>Flight Line</u>. Employees required to drive on the flight line shall be properly licensed, certified and authorized in accordance with !INSERT NAME AND NOMENCLATURE OF POLICY DOCUMENT!
- (c) <u>Hazardous Materials (HAZMAT</u>). Drivers who transport HAZMAT must have an authorized HAZMAT endorsement on their CDL in compliance with the state of !INSERT! laws.
- (3) <u>HAZMAT Training and Certification</u>. The Contractor shall ensure that all employees directly involved with the handling, packaging, storage, shipping, receiving and transportation of hazardous materials are properly trained and certified in HAZMAT operations in accordance with CFR 49 parts 106-180 Subpart H *Training*.
- (4) <u>Staffing</u>. The Contractor shall continuously maintain an adequate staff with suitable management and professional expertise to assure work is performed, scheduled and completed in accordance with the performance work statement. The degree of skill of individuals shall be commensurate with that required for the work. All apprentices shall be supervised and have work checked by the applicable lead journeyman in their particular field. Journeyman requirements are defined at the beginning of this Subsection.
  - (a) <u>Badges</u>. All Contractor and subcontractor employees shall wear government identification badges. The Contractor through !INSERT NAME OF SECURITY OFFICE OR OTHER OFFICIAL TITLE! following established policies and procedures shall coordinate security badging for Contractor visitors and subcontractors.
  - (b) <u>Drivers License</u>. All Contractor and subcontractor employees shall hold a current !INSERT NAME OF STATE! driver's license and any other licenses that may be required to operate government/Contractor vehicles or other vehicles on or off !INSERT NAME OF CENTER/INSTALLATION!.
  - (c) <u>Dress Code</u>. Contractor personnel shall wear appropriate attire and safety equipment for the work to be performed such as hard-hats, respiratory gear, appropriate hazardous materials handling attire, appropriate hand protection, steel toed shoes, back supports for lifting, eye and noise protection, etc.
  - (d) <u>Physical Examination</u>. Prior to an employee working on this contract, evidence of a current (not more than !INSERT NUMBER! months old) physical examination shall be provided to the COTR. It must show that the proposed employee is free from communicable diseases and physical defects that could interfere with the hazardous

material and environmental protection operations work to be done under this subsection. Additionally, the physical examination must show that the employee is both physically and mentally capable of working for extended periods of time wearing any heavy, uncomfortable, confining and inhibiting protective attire that may be required to be worn by the employee in the day-to-day work performance. This physical and certification shall meet all statutory requirements associated with hazardous materials.

NOTE TO SPECIFICATION WRITER: The following paragraph is intended to stress the need for a partnership between the Government and Contractor in working together to meet on-site environmental requirements. Risk to all involved will be reduced if pre-emptive and proactive actions are taken against potential and actual violations on first discovery.

s. <u>Compliance</u>. The NASA compliance program supports NASA's efforts to meet existing environmental requirements for current operations and research and industrial processes. The Contractor shall be key in helping !INSERT NAME OF CENTER/INSTALLATION! address and satisfy the principle challenges of the *Clean Water Act*, which regulates wastewater treatment and other discharges into waterways; the amended *Clean Air Act*, which regulates air emissions from most of our operations; the *Toxic Substances Control Act*, which regulates the management and disposal of PCBs; the *Resource Conservation and Recovery Act* (RCRA), which regulates hazardous waste, solid waste and underground storage tanks; and the Toxic Substances Control Act (TSCA), which prohibits PCB manufacture, processing, distribution in commerce and use and provides rules for PCB use in electrical equipment and requirements for inspections and maintenance. The Contractor shall be responsible for notifying the !INSERT NAME OF CENTER/INSTALLATION! Environmental Office whenever the Contractor or other on-site contractors are involved in a hazardous waste or material removal or abatement activity. See also Paragraph C.33.u.(3), *Prohibitions*.

NOTE TO SPECIFICATION WRITER: Recommend that the following paragraph be reviewed and modified as necessary by the Center/Installation legal counsel. Even though the paragraph states that the Contractor is liable for the consequences of the contractor's actions or inactions, precedence in environmental law has also held the hazardous waste generator, the government facility and responsible individuals liable to varying degrees for those contractor actions or inactions.

The intent is to communicate to the Contractor that illegal or unauthorized actions or inactions due to negligence or specific intent may result in significant financial or other penalties for the Contractor.

t. <u>Liability</u>. The Contractor shall be solely liable for the Contractor's acts of commission and omission with regard to compliance with Federal, State and local environmental statutes,

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regulations and applicable guidelines that lead to fines, penalties or costs associated with enforcement actions, removal actions, corrective actions or remedial actions. See also Paragraph C.33.u.(3), *Prohibitions*.

u. Hazardous Waste Management. !INSERT NAME OF CENTER/INSTALLATION! is a large quantity generator of hazardous waste. The Contractor shall provide all labor, supervision, tools, materials, equipment, training and transportation necessary to support the !INSERT NAME OF CENTER/INSTALLATION! Environmental Office in its' management of the hazardous and controlled waste program. The work performed under this contract shall include, but not be limited to, storing, collecting, tracking, inspecting, labeling, transporting, consolidating, packaging, and disposing and/or treating of hazardous, controlled, medical and special waste in a timely manner. The work also includes training Contractor and non-Contractor personnel in hazardous waste safety and procedures. As part of the firm, fixed-price work (unless specifically stated otherwise) the Contractor shall provide hazardous waste management support services in accordance with COSS Subsection C.12., General Requirements and Procedures for Recurring Work and perform !MODIFY AS NEEDED! training, provide unscheduled hazardous waste preparation and packaging, and perform unscheduled material inspections as indefinite quantity work in accordance with COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. Annual quantities for the past !INSERT NUMBER! years are provided in Attachment J-C8-33A. The Contractor shall provide all work in accordance with the latest editions of all Federal, state and local environmental laws and regulations.

NOTE TO SPECIFICATION WRITER: The Contractor will provide support to the Center/Installation Environmental Office. This support varies between Centers/Installations, so the following paragraph should be modified, as appropriate, to reflect the duties and responsibilities expected of the Contractor. For example, the responsibilities for hazardous waste manifests, offsite transport and selection of TSDF facilities normally reside with the Environmental Office at most Centers. The environmental support contractor may manage the waste on-site and prepare the waste for transport, but would not make decisions regarding transport and ultimate disposal. The management of satellite accumulation sites is at most Centers/Installations usually the responsibility of the organization using the site, while the environmental support contractor picks up waste, samples, provides technical support, conducts inspections and notifies the environmental office of compliance issues. Similarly, at most Centers/Installations the operation and maintenance of environmentally-related facilities such as wastewater treatment facilities, tanks and landfills are performed under a separate facilities and maintenance contract while the environmental support contractor samples, provides technical support, conducts inspections and notifies the environmental office of compliance issues. \*

(1) Non-medical Hazardous Waste.

(a) Responsibilities. The Contractor's responsibilities include, but are not limited to:

- <u>1</u> Providing technical and administrative support to the Environmental Office in its administration of the hazardous waste program at !INSERT NAME OF CENTER/INSTALLATION!
- 2 Acting as the technical expert at !INSERT NAME OF CENTER/ INSTALLATION! on Hazardous waste issues and consulting with the Environmental Office on environmental issues as required.
- 3 Supporting the Environmental Office as a member of the HMCB.
- <u>4</u> Supporting hazardous waste management strategies, plans, directives, guidance documents and procedures.
- <u>5</u> Performing scheduled inspections of all hazardous waste generators and reporting compliance issues to the Environmental Office, as necessary, to ensure future compliance with Federal, state, local and NASA regulations.
- Or Providing containers to generators for the temporary storage of hazardous and controlled waste and tracking and maintaining a paper trail on the containers and their contents from the time they are issued until their custody is officially assumed by signature at the commercial disposal site.
- Sampling and inspecting the hazardous waste temporary storage facilities listed in Attachment J-C45-33.
- <u>8</u> Preparing and submitting on time to the COTR the reports listed in Attachment J-C6-33.
- 9 Researching opportunities for recycling, reusing and substituting other materials, operations and procedures as alternatives to hazardous waste generation and recommending implementation of those initiatives to reduce chemical usage where possible.
- <u>10</u> Inspecting, sampling, packaging, marking, labeling, transporting on site and storing hazardous waste from generation sites to accumulation sites for final transport and ultimate disposal.
- 11 Taking air, water and soil samples and having laboratory tests performed on them in support of hazardous waste activities.
- (b) <u>Technical Assistance</u>. The Contractor shall provide the following technical assistance as part of the fixed-price work, unless otherwise specifically stated, in accordance with the COSS Subsection C.12., *General Requirements and Procedures for Recurring Work*.

<u>HMCB</u>. The Contractor shall provide technical assistance to the Environmental Office in its support of the HMCB on issues addressing hazardous waste generation, waste identification, chemical properties, storage, handling, segregation, proper packaging, labeling, safety equipment, accumulation policies, waste pick-up and disposal strategies. This technical assistance shall be provided verbally, by e-mail or by memorandum within !INSERT NUMBER! hours of receiving the request for information and shall be logged in by the Contractor. The records shall be maintained by the Contractor and made available to the COTR for review at any time.

NOTE TO SPECIFICATION WRITER: Training may be done as part of the fixed-price if sufficient details are known to enable the Contractor to pre-price the work as part of the fixed-price bid. As a minimum, the Contractor would need to know the frequency of classes, duration of classes, the size of the classes, who provides the classroom facilities and location, and whether training materials and other hand-outs would need to be provided. This information could be provided based on historical data and included in Section J. If this information is uncertain or cannot be estimated accurately, then the training should be priced as a unit price task and performed in accordance with the COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* Paragraph 2 is written on the basis of the scope of the work being known and fixed-price while Paragraph 2 OPTION is written on the basis of the training being an unknown quantity.

- Generating Activity Training. The Contractor shall prepare materials and perform !INSERT NUMBER OF CLASSES! !INSERT LENGTH OF EACH CLASS! -hour Hazardous and Controlled Waste Generator Activity training sessions on site annually as a part of Contract's fixed-price. Class size shall not exceed !INSERT NUMBER! students. The training sessions shall provide instructions for generating activities involved in the handling and disposition of hazardous and controlled waste. The training sessions shall be scheduled and coordinated with !INSERT OFFICIAL! and performed in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.). See Attachment J-C8-33B for historical information on the classes that were conducted during the past !INSERT NUMBER! years.
- OPTION. Generating Activity Training. The Contractor shall prepare materials and perform Hazardous and Controlled Waste Generator Activity training as required. This training shall be ordered as indefinite quantity, unit-priced work and performed in accordance with the COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. In the past, this training was performed between !INSERT NUMBER! and !INSERT NUMBER! times during the year, however the quantity of training sessions to be conducted during this contract period is uncertain. Training sessions in the past averaged !INSERT NUMBER! days and between !INSERT NUMBER! and !INSERT NUMBER! students each. The training sessions shall provide

instructions for generating activities involved in the handling and disposition of hazardous and controlled waste. The training sessions shall be scheduled and coordinated with !INSERT OFFICIAL! and performed in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.). See Attachment J-C8-33B for historical information on the classes that were conducted during the past !INSERT NUMBER! years.

- <u>Pollution Prevention</u>. The Contractor shall actively assist Generating Activities in seeking alternative disposal methods, such as, source reduction, on-site and offsite reuse and recycling.
- (c) <u>Sample Taking</u>. The Contractor shall take samples of hazardous waste as necessary for characterization and obtain appropriate laboratory testing and profile information of those wastes as part of the firm, fixed-price work. Attachment J-C8-33C provides historical data of the waste sampling and testing performed during the past !INSERT NUMBER! years. The Contractor shall deliver or have delivered the samples to the certified laboratory and provide the test results to the disposal activity as needed. The Contractor shall have all test results completed within !INSERT NUMBER! hours of receiving the request and shall have all test documentation filed electronically within !INSERT NUMBER! days such that it can quickly and easily be reviewed by the COTR and by the generating activity at any time.
- (d) <u>Waste Containers</u>. The Contractor shall provide to generators containers for the temporary storage of hazardous and controlled waste. These containers shall be provided on an indefinite quantity, unit price basis in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring* (*Indefinite Quantity*) *Work*. Attachment J-C48-33 provides historical data on the quantity and size of the containers provided by the Contractor to generators and their locations during the past !INSERT NUMBER! years. Containers meeting all Federal, state and local requirements for the storage of the specific hazardous material and with appropriate, legible markings shall be provided to requestors within !INSERT NUMBER OF HOURS OR DAYS! of receiving the request. The Contractor, prior to issuing hazardous waste containers shall ensure that the users are trained in the use of the containers, the need to segregate incompatible materials, labeling, storage and transportation in accordance with RCRA regulations.
- (e) <u>Containers Handling</u>. The Contractor shall handle all hazardous waste containers properly as defined in RCRA regulations. As part of the firm fixed-price work the Contractor shall:
  - <u>1</u> <u>Tracking</u>. The Contractor shall inventory, track and maintain a paper trail of all hazardous and controlled waste containers from the time they are issued to the generators until the time they are officially accepted by signature by the authorized HAZMAT transporter. The documentation shall be complete, properly formatted and compliant with Federal, state and local statute and regulations.

This documentation shall be maintained by the Contractor in an electronic historical file that easily can be reviewed by the COTR at any time.

- <u>Disposal</u>. The Contractor shall collect and store used empty drums and containers of five gallons and greater from generators within !INSERT NUMBER! hours of receipt of notification. The Contractor shall ensure that the containers are emptied by means commonly accepted by EPA and DOT regulations for emptying containers. Containers that contained acutely toxic substances shall be triple rinsed and/or disposed of properly. Containers in good condition shall be reused after thorough cleaning, where possible and appropriate.
- (f) Turn-in of Hazardous Materials and Waste. The Contractor as part of the firm, fixed-price work shall collect, where possible, hazardous waste from the designated hazardous waste accumulation points listed in Attachment J-C45-33. Historic quantities for the past !INSERT NUMBER! years are provided in Attachment J-C8-33A. Examples of materials that may be accumulated at central locations for disposal include, but are not limited to rags, empty aerosol cans, empty oil cans, batteries and waste oil and fuel. For all other hazardous waste materials, the Contractor shall follow the Government-approved Operation Procedures Plan (Paragraph C.33.n.) to ensure compliance with statute and to develop an accurate paper trail of the hazardous materials. The Contractor shall ensure that all packaging, marking, labeling and placards are compliant with DOT requirements and Federal, state and local regulations.

NOTE TO SPECIFICATION WRITER: At most Centers/Installations and in most cases the organization using a satellite accumulation area is also responsible for its management. The environmental management support contractor would be responsible for picking up the waste, sampling, providing technical support to the using organization, inspecting, and notifying the environmental office on compliance issues.

Because of the potential liability to the using and managing organization and the risk to the environment directly associated with the accumulation areas, the environmental office or the environmental management support contractor, as delegated, must proactively and preemptively ensure that procedures and appropriate safeguards for compliance with statute and regulation are in place and maintained, that users are properly and appropriately trained in those procedures and safeguards, and that the accumulation areas are periodically inspected and monitored for compliance.

<u>Accumulation Points Program</u>. The Contractor shall support customers in their operation and management of the hazardous materials accumulation points program. These accumulation points are operated for the sole purpose of collecting waste petroleum products and other commonly used hazardous wastes. The Contractor is responsible for:

- a Providing technical assistance to customers in establishing and managing short-term (less than 90 days) waste accumulation points. These accumulation points shall be approved by the !INSERT NAME OF CENTER/INSTALLATION! Environmental Office, Safety Director and Fire Marshall !AND INSERT ANYBODY ELSE, SUCH AS CONTRACTING OFFICER!.
- <u>b</u> Providing guidance to customers on segregating wastes by type to maximize the potential for product recovery. Incompatible materials and wastes shall not be collected at the same accumulation points unless provisions are made for proper container segregation, such as by berms, dykes, etc.
- <u>c</u> Packaging and containerizing wastes in appropriate types of containers and packages in accordance with DOT requirements. Containers shall have appropriate closure devices to prevent vaporization and entry of water or other materials incompatible with the product being collected.
- Color coding and labeling waste containers in accordance with EPA, DOT and
   !INSERT NAME OF CENTER/INSTALLATION! requirements.
- Providing a log for each waste container, including the generator's name and date that each increment of waste was added to the container, and the type, composition and quantity of wastes added.
- $\underline{\mathbf{f}}$  Preparing, accumulating, managing and filing all documentation.
- <u>Prepare for Shipment of Wastes</u>. The Contractor shall prepare hazardous and controlled waste for transportation by approved waste transportation providers within allowed timeframes. The Contractor shall document all custodial acceptance by the transporter and maintain an electronic file such that it can easily and quickly be reviewed by the COTR at any time.
- (g) <u>Inspection</u>. The Contractor as part of the firm, fixed-price work shall establish a comprehensive inspection program for the hazardous waste storage facilities and waste accumulation points at !INSERT NAME OF CENTER/INSTALLATION! to ensure compliance with all Federal, state and local environmental laws and regulations. The following components, items or conditions shall be inspected, at a minimum, during !INSERT PERIODICITY! inspections, as applicable: high level alarms, leak detection systems, containment structure condition, pumps, tanks, level indicators, valves, coatings, evidence of leaks and spills, container labels, condition of drums, drums being sealed, signs, adequate aisle space, segregation, compatibility, emergency equipment and systems, up-to-date waste receipt logs, safety shower and eye wash stations, hazardous waste air emissions, and security (locks, access and fences). These inspections shall be completed no later than !INSERT DAY OR DATE RELATIVE TO PERIODICITY! and the inspection results electronically

documented no later than !INSERT NUMBER! days following each inspection such that they can be reviewed by the COTR at any time.

- (h) Hazardous Waste Removal. The Contractor shall respond to requests for the scheduled and unscheduled packaging and removal of hazardous waste in accordance with statute and the Government-approved Operations Procedures Plan (Paragraph C.33.n). The Contractor shall remove and relocate all generated hazardous waste within !INSERT NUMBER! hours of receiving the request to remove the waste. The Contractor shall furnish all labor, tools, materials, equipment and transportation necessary to pump, remove and transport, as applicable, solid waste and components, waste oils, contaminated fuels, sludge, oil slurry, hydraulic fluid, water, solvent and chemical waste as required from points of generation to EPA approved temporary storage areas. Scheduled hazardous waste removal shall be ordered as part of the firm, fixed-price work and performed in accordance with the COSS Subsection C.12., General Requirements and Procedures for Recurring Work. Unscheduled hazardous waste removal shall be ordered as indefinite quantity unit price work and performed in accordance with the COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. The Contractor shall respond to a generator's request for removal of hazardous wastes within !INSERT NUMBER! working days from the Contractor's stamped receipt of the request.
  - PCB Disposal. All PCB transformers and PCB-contaminated electrical equipment that contain 50 ppm or greater PCB fluids shall be drained of PCB fluids by the Contractor before being transported off the Center for disposal. The only exception to this is transformers or capacitors that can be contained without modification in a drum or other leak-proof container. The requirements of 40 CFR 761.207-8 shall be met.

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NOTE TO SPECIFICATION WRITER: At most Centers/Installations the environmental management support contractor would not normally be responsible for the transportation of hazardous waste off-site. Hazardous waste transportation and disposal services are normally obtained through separate contracts. Modify the following Paragraph as appropriate.

Off-site Disposal. The Contractor shall prepare hazardous waste for transport off-site to an authorized and properly documented commercial treatment or

disposal facility. The disposal site shall be selected by the Environmental Office. The Contractor must ensure that all hazardous waste being transported is properly packaged, labeled and manifested for the jurisdictions involved. The hauling equipment shall be appropriate for the type of hazardous waste being transported. The Contractor shall inspect waste hauling vehicles, in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n). The following components or items shall be inspected, as a minimum, during each waste vehicle inspection: verify that the vehicle is capable and ready to accept the waste, clean and compliant and the Contractor shall ensure that all documentation (e.g., manifest, Land Disposal Restriction notifications) is correct, signed, and in the hauler's possession. The Contractor shall inspect each hazardous waste hauling equipment within !INSERT NUMBER! hours of it's arrival at !INSERT NAME OF CENTER/INSTALLATION! and the inspection electronically documented within !INSERT NUMBER OF HOURS OR DAYS! following the inspection such that it can easily be reviewed by the COTR at any time.

- a Transport vehicles loaded with PCB containers holding more than 99 pounds of PCB liquids in concentrations of 5 ppm or greater, or with more than one PCB transformer, shall be marked on each end and side with the marking described in 40 CFR 761.54(a).
- b The Contractor shall ensure that no hauler shall place or cause to be placed other waste with shipments leaving !INSERT NAME OF CENTER/ INSTALLATION! The hauler shall transport wastes directly to a disposal facility as specified in the manifest. Loaded shipments shall not be held by the hauler without approval of the COTR. Containers shall be dedicated for holding only waste generated by !INSERT CENTER/ INSTALLATION! for each load. No waste shall be mixed with wastes of other generators. The hauler shall provide only trucks and waste containers that have been cleaned of all previous wastes. The Contractor shall conduct pre-load inspections of all trucks and containers and document each inspection as verification that all trucks and/or containers are clean. The Contractor shall direct the hauler to provide a replacement truck or container as soon as possible at no cost to NASA if a truck or container fails inspection for cleanliness or safety.

NOTE TO SPECIFICATION WRITER: Consider inserting an incentive award for the Contractor to proactively institute initiatives and manage an aggressive program that reduces the production, storage, handling, transport and disposal of hazardous waste. For example, the Contractor may share in a percentage of the dollar savings resulting from a given percentage reduction in hazardous materials.

(i) <u>Hazardous Waste Minimization</u>. The Contractor shall, as part of the firm fixed-price work, institute hazardous waste minimization initiatives such as publicizing and advocating the elimination or reduction of hazardous waste at its sources such as by

changing the process, requirement or materials; recycling or recovery and reuse of hazardous waste; reducing or eliminating excess and expired shelf life hazardous materials; and treating hazardous waste to reduce the volume or to reduce it to a less toxic or non-hazardous state. The Contractor shall share in the dollar savings resulting from reduced hazardous material generation, storage, handling, transport and disposal in accordance with !INSERT PARAGRAPH IDENTIFICATION ADDRESSING VALUE ENGINEERING INCENTIVES!

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NOTE TO SPECIFICATION WRITER: Some hazardous wastes such as antifreeze and waste oil can be recycled on the Center or shipped for recycling off-site. The antifreeze is often filtered and reused by mobile heavy equipment and vehicles (resulting in only about 3 gallons of residue waste per 75 gallons of spent antifreeze) while used oil is often burned by space heaters specifically designed to burn low grade, unprocessed waste oil. These waste oil heaters, sold commercially, solve a two-fold problem by disposing of waste oil and providing a valuable source of heat. The following paragraph may be used to direct the Contractor to recycle these materials.

- Reclamation. The Contractor shall handle, store and reuse used oil and antifreeze for reuse at !INSERT NAME OF CENTER/INSTALLATION! Antifreeze shall be collected at !INSERT BUILDING NUMBER! and delivered in quantities of !INSERT NUMBER! of gallons or barrels to !INSERT BUILDING NUMBER! for reuse in the Center motor pool. Used oil shall be accumulated (and not mixed with other products) at !INSERT NUMBER OF BUILDING! and delivered to Building !INSERT NUMBER! for burning in the facility's waste oil heaters when the accumulated quantities exceed !INSERT NUMBER! gallons. Historic quantities of the antifreeze and used oil reclaimed for use during the past !INSERT NUMBER! years is provided in Attachment J-C8-33D.
- Shelf-life Management. The Contractor shall actively manage the life-cycle of hazardous materials before they become hazardous waste. The shelf life of hazardous materials is dependent on many parameters including the manufacturer's recommended shelf life assignments (which are often too conservative), storage conditions, packaging, the chemistry of the material and its critical use. The Contractor shall obtain Federal storage standards for shelf life extension of materials and packaging and apply the testing and inspections wherever possible to reduce hazardous waste.
- (j) <u>Temporary Storage of PCB Items</u>. The Contractor may temporarily store PCB items (transformers, capacitors, etc.) for a period of time, not to exceed !INSERT NUMBER! days from the date of removal from service. Storage shall be in accordance with EPA regulations 40 CFR 761.65 and all items shall be properly annotated with the date the item was taken out of service, its weight, and PCB ppm content. The items listed below may be stored, provided the specified conditions are met:

- 1 Non-leaking PCB items and equipment;
- <u>2</u> Leaking PCB items and equipment if they are placed in non-leaking PCB containers that contain sufficient absorbent materials to absorb any remaining PCB liquids remaining in the items or equipment;
- <u>3</u> PCB containers containing non-liquid PCBs such as contaminated soil, rags, and debris;
- 4 PCB containers containing liquid PCBs at a concentration of between 50 and 500 ppm. Each container must bear a notation that indicates that the liquids in the drum do not exceed 500 ppm PCB.

NOTE TO SPECIFICATION WRITER: The need for good, thorough and timely documentation cannot be overemphasized in the area of environmental management. Historical records may be required in litigious situations that could ultimately determine responsibility for a given situation and degree of liability. Known documentation requirements should be identified in an Attachment to this document, summarized in the Performance Requirements Summary (PRS), and compliance evaluated regularly as stipulated in the Quality Assurance Plan.

- (k) <u>Documentation</u>. The Contractor as part of the firm, fixed-price work shall collect from the generators all information required by the COTR to prepare and sign all manifests, land disposal notifications or other shipping documentation required to accompany wastes during transportation. Historical data of the number of each form collected, prepared and/or filed during the past !INSERT NUMBER! years is provided in Attachment J-C8-33E. The Contractor shall continuously track all manifests that accompany waste shipments off site in accordance with Federal, state and local regulations, and shall obtain letters of assumption of custody and/or certificates of destruction or disposal from the disposal facility.
  - <u>1</u> <u>List of Generators</u>. The Contractor shall maintain records of all hazardous waste generators, storage locations and disposal activities throughout !INSERT NAME OF CENTER/INSTALLATION!.
  - Turn-in Documentation. The Contractor shall collect a Hazardous Material/Waste Turn-in Form !INSERT FORM NOMENCLATURE! (See Attachment J-C6-33) accompanying all hazardous materials turned in for disposal and maintain all forms on file for the duration of the contract period. At the conclusion or termination of the contract, all Hazardous Material/Waste Turn-in Forms shall be turned over to the COTR.
  - <u>3</u> <u>Manifests</u>. The Contractor shall verify that the manifests of hazardous wastes destined for disposal include at least the name and address of the waste generator

and of the Contractor; the name and EPA identification number of the HAZMAT transporter; identification information of the waste item, its weight or volume (as applicable) and when the item was taken out of service (if applicable); and any other pertinent information and authorized signatures required by !INSERT NAME OF CENTER/ INSTALLATION!, including validation that appropriate Federal (i.e. EPA, DOT, etc.) and state agencies have been notified as required. The Contractor shall ensure that there is an accurate paper trail from the point of hazardous waste generation to destruction.

- <u>Disposal Documentation</u>. The Contractor shall maintain a permanent file of all disposal manifests, transportation requests, custodial records, disposal certificates and other pertinent hazardous material management records. These records shall be maintained together in a permanent, organized historical file in accordance with Federal, state and local statute and such that it can be reviewed quickly and easily by Government officials at any time.
- <u>Hazardous Waste/Material Monthly Report</u>. The Contractor shall submit monthly reports that include hazardous and controlled waste generated and disposed of by profile, running total quantities of each waste material, inspections of each temporary waste storage and accumulation area, inspection of HAZMAT transporters, waste minimization efforts performed, pollution prevention activities and new waste generated. This report shall be submitted to the COTR not later than the !INSERT DATE! of each month. A sample format of the monthly report is shown in Attachment J-C6-33.
- (2) Medical Waste. Medical waste includes but is not limited to sharps, blood and body fluids, microbiological waste, surgical waste and disposable vials, tubes, culture flasks, paper products, containers, latex gloves and face masks. Medical waste is segregated and accumulated in designated medical waste containers and separated from all other solid waste streams. !INSERT NAME OF CENTER/INSTALLATION! generates more than !INSERT NUMBER! pounds of medical waste per month. The locations of all medical waste containers are listed in Attachment J-C48-33. The Contractor shall provide all coordination, outer packaging, handling, temporary storage, and the preparation for transportation for disposal of medical waste services as part of the firm, fixed-price work and shall be accomplished in accordance with the COSS Subsection C.12., General Requirements and Procedures for Recurring Work.
  - (a) <u>Permits and Licenses</u>. The Contractor is responsible for submitting all applications and fees required to state and local authorities for permits and/or licenses for the performance of this work.

## (b) Employee Qualifications.

<u>1</u> <u>Training</u>. The Contractor shall ensure that every employee that potentially may be exposed to medical waste while performing his or her work has been properly trained on the topics of bloodborne pathogens, epidemiology and the symptoms of

bloodborne diseases, modes of transmission of bloodborne pathogens, exposure control, recognition of tasks and activities that may involve exposure to blood and other potentially infectious material, work practices that reduce exposure, and the types, use, location, removal, handling, decontamination and/or disposal of personal protective equipment. Training shall be provided at the time of initial assignment and then !INSERT FREQUENCY! thereafter. Each employee shall have on file with the Contractor the most recent certificate of training and the Contractor's files shall be maintained up to date (within !INSERT NUMBER! days of receipt of all training) and record the identification of each employee, training sessions attended, contents or summary of the training sessions, names and job titles of the instructors, and the expiration date of the current certification. This data shall be maintained in an electronic file such that it can easily and quickly be reviewed by the COTR at any time.

<u>Medical Records</u>. The Contractor shall establish and maintain medical records for each employee involved in the packaging and handling of medical wastes.

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NOTE TO SPECIFICATION WRITER: Specify who is responsible for packaging the medical waste – modify the following appropriately.

- (c) Packaging. Medical wastes will be pre-packaged in appropriate containers for the Contractor by others. The Contractor shall provide the outermost layer of packaging. This outermost layer of packaging of medical wastes (except for sharps which are placed directly into leakproof, rigid, puncture-resistant containers and sealed) shall be impermeable to moisture and have the strength that prevents ripping, tearing, or bursting under normal conditions of use. The packaging shall have red lettering with a contrasting background color and be conspicuously labeled with the word BIOHAZARDOUS in two-inch letters, considered permanent when exposed to the environment under normal weather conditions, and securely attached by label on two sides of the container. All outermost packaging shall further identify the Generator's name and address and the date that the waste was packaged in its' outermost container. The Contractor shall handle all containers in a manner to protect the integrity of the packaging and shall inspect each package for leakage and take remedial action, as appropriate, until it is disposed of or accepted into the custody of the disposal activity. Only single use, standard 4.3 cubic foot !OR OTHER! size containers that are burnable and comply with DOT regulations shall be used.
- (d) Ordering Work. The Contractor shall collect all medical waste containers regularly as scheduled in the monthly work schedule and as shown in the Operation Procedures Plan (Paragraph C.33.n). After collection, the Contractor shall prepare the outermost packaging and dispose of the waste or transfer custody of the waste to an authorized disposal activity within !INSERT NUMBER! hours of collection.

- (e) Temporary Storage of Untreated Medical Waste. The Contractor may store temporarily (for a period not to exceed !INSERT NUMBER! days from the date the initial storage begins) at a designated accumulation site properly prepared and packaged shipping containers of medical waste. The waste shall be refrigerated at temperatures less than 45 degrees F while it is in temporary storage awaiting transportation. Authorized Government officials shall have full access to the medical waste temporary storage facility during normal working hours.
- (f) Shipping. The Environmental Office shall prepare the manifests of all medical waste and for contacting the transporter to arrange shipment.

NOTE TO SPECIFICATION WRITER: The need for good, thorough and timely documentation cannot be overemphasized in the area of environmental management. Historical records may be required in litigious situations that could ultimately determine responsibility for a given situation and degree of liability. Known documentation requirements should be identified in an Attachment to this document, summarized in the Performance Requirements Summary (PRS), and compliance evaluated regularly as stipulated in the Quality Assurance Plan.

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(g) Documentation. The Contractor shall maintain electronic records, inspection reports, manifests and custodial records of all medical waste collected, handled, packaged, transported and disposed of. These records shall be maintained up-to-date and all entries shall be recorded within !INSERT NUMBER! working days of their occurrence. These records shall be available to the COTR such that they can be easily and quickly reviewed at any time.

NOTE TO SPECIFICATION WRITER: The following paragraph should be used to emphasize the possible and probable result of participating in illegal activity. Precedence in environmental law has shown that ignorance of statute or regulation is not grounds for non-culpability – the responsible parties "should have known." Risk to the Government can be mitigated, first, by having procedures and safeguards in place to preclude these types of activities, and then, by taking swift and decisive remedial action as soon as these activities are first detected. \*

(3) <u>Prohibitions</u>. The Contractor and any other personnel or organization that generate, store, or otherwise handle hazardous wastes are subject to Federal, state and local regulations governing the management of these wastes and to severe penalties for noncompliance with the regulations. Examples of offenses that would result in severe penalties include, but are not limited to, falsifying information on manifests and turn-in documentation, storing wastes for more than !INSERT! days at non-permitted sites or storage facilities, failure to maintain accurate waste logs or waste records, failure to comply with EPA and DOT packaging and labeling criteria, failure to inspect accumulation points and maintain written records of those inspections, and participation in acts of unlawful disposal of any hazardous materials and wastes. Prohibited disposal methods include, but are not limited

to, their discharge to the air, ground or water; discharge to the sanitary sewer system through sinks or manholes; discharge to septic tanks; discharge to the storm drains through floor drains or drainage ditches; unauthorized discharge into sumps, underground tanks or other bulk containers; discharge into refuse containers; mixing with nonhazardous waste; storage in unauthorized locations; and hazardous waste disposal at a non-permitted disposal facility (e.g., landfill, pits, sewers, roadside, etc.). Any Contractor personnel condoning or participating in illegal disposal activities that result in a fine and/or other penalty shall be personally liable for that fine and/or other penalty. The Government will periodically inspect the Contractor's work, accumulation points, storage facilities and transport equipment to assure compliance with Federal, state and local regulations. If a violation of any inspection criteria is found the Contractor shall take corrective action immediately and complete it within !INSERT NUMBER! days of receiving the notice of violation. The Contractor shall notify the COTR within !INSERT NUMBER! working hours of receipt of any notice that Federal, state or local laws or regulations have been violated and shall maintain separate historical files with documentation concerning those violations. These files shall be available to the COTR for review at any time. See also Paragraphs C.33.s., *Compliance* and C.33.t., *Liability*.

NOTE TO SPECIFICATION WRITER: The following paragraphs should be coordinated with Sections C.28., *Pest Control*, and C.31., *Logistics/Supply Management*, as applicable and appropriate.

- v. <u>Hazardous Material Management</u>. The Contractor shall as part of the firm, fixed-price work (unless otherwise specifically stated) provide all labor, supervision, tools, materials, equipment and training necessary to provide technical support to the Environmental Office for a comprehensive and reliable hazardous material management program at !INSERT NAME OF CENTER/INSTALLATION! in accordance with COSS Subsection C.12., *General Requirements and Procedures for Recurring Work*. The work includes gathering data to maintain a current, accurate and ongoing electronic database compatible with !INSERT NAME OF CENTER/INSTALLATION! systems for hazardous materials and provide SARA Title III, Tier II Reports and Toxic Release Reports. Historical records of the hazardous materials managed during the previous !INSERT NUMBER! years are included in Attachment J-C8-33F.
  - (1) <u>Responsibilities</u>. The Contractor's responsibilities include, but are not limited to:
    - (a) Assistance to the Environmental Office in administering the hazardous material program at !INSERT NAME OF CENTER/ INSTALLATION!
    - (b) Acting as a technical expert at !INSERT NAME OF CENTER/INSTALLATION! on Hazardous Material issues and consulting with Center/Installation Management on Environmental issues as required.
    - (c) Supporting the Environmental Office in its role as a member of the HMCB.

- (d) Developing hazardous material management strategies, plans, directives, guidance documents and procedures.
- (e) Maintenance of the Hazardous Material Electronic Database.
- (f) Scheduled inspection of all users of hazardous materials and preparation of discrepancy reports as necessary to ensure future compliance with Federal, state, local and NASA regulations.
- (g) The timely preparation of the hazardous material inventory and other reports listed in Attachment J-C6-33.

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NOTE TO SPECIFICATION WRITER: Delete the following paragraph if maintenance of the
MSDS file is performed by others, such as the Safety Office.
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- (h) Maintenance of the master MSDS file for all hazardous materials and support of the Worker Right-to-Know requirements.
- (i) Maintenance of the master file for all manifests, internal and external reports, inventories, laboratory analyses, operating plans and procedures, permits, personnel training records, etc.
- (j) Ensuring that the technical reference library is complete and up-to-date with MSDSs, lists of regulated hazardous materials, Standard Operating Procedures, a copy of the !INSERT NAME OF CENTER/ INSTALLATION! Hazardous Materials Inventory and pertinent Federal and state statutes including the Resource Conservation and Recovery Act, the Clean Air Act, the Clean Water Act, Superfund Act, the Federal Insecticide, Fungicide and Rodenticide Act, the Toxic Substances Control Act, and Hazardous Materials Transportation Act.
- (k) Researching possibilities for recycling, reusing and substituting other materials as an alternative to chemical usage and implementing those initiatives where possible.
- (2) <u>Technical Assistance</u>. The Contractor shall provide the following technical assistance as part of the firm, fixed-price work in accordance with the COSS Subsection C.12., *General Requirements and Procedures for Recurring Work*.
  - (a) <u>HMCB</u>. The Contractor shall provide technical assistance and guidance to the Environmental Office as a member of the HMCB on hazardous materials' chemical properties, storage, segregation, handling, inventory procedures, safety equipment and disposal strategies. This technical assistance shall be provided verbally, by e-mail or by memorandum within !INSERT NUMBER! hours of receiving the request for

information and shall be logged in by the Contractor. The records shall be maintained by the Contractor and made available to the COTR for review at any time.

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NOTE TO SPECIFICATION WRITER: Training may be done as part of the firm, fixed-price if sufficient details are known to enable the Contractor to pre-price the work as part of the fixed-price bid. As a minimum, the Contractor would need to know the frequency of classes, duration of classes, the size of the classes, who provides the classroom facilities and location, and whether training materials and other hand-outs would need to be provided. This information could be provided based on historical data and included in Section J. If this information is uncertain or cannot be estimated accurately, then the training should be priced as a unit price task and performed in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* Paragraph (b) is written on the basis of the scope of the work being known and fixed-price while Paragraph (b) OPTION is written on the basis of the training being an unknown quantity.

- (b) <u>Training</u>. The Contractor shall prepare materials and perform !INSERT NUMBER OF CLASSES! !INSERT LENGTH OF EACH CLASS! –hour Hazardous Material Handling and Inventory training sessions on sight annually. Class size shall not exceed !INSERT NUMBER! students. The training sessions shall provide instructions on the proper handling of and procedures to properly report inventories of hazardous materials. The training sessions shall provide instructions for personnel involved in the handling, storage and inventory of hazardous materials. The training sessions shall be scheduled and coordinated with !INSERT OFFICIAL! and performed in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.). See Attachment J-C8-33B for historical information on the classes that were conducted during the past !INSERT NUMBER! years.
- (b) OPTION. Training. The Contractor shall prepare materials and perform Hazardous Material Handling and Inventory training as required. This training shall be ordered as indefinite quantity, unit-priced work and performed in accordance with the COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. In the past, this training was performed between !INSERT NUMBER! and !INSERT NUMBER! times during the year; however, the quantity of training sessions to be conducted during this contract period is uncertain. Training sessions in the past averaged !INSERT NUMBER! days and between !INSERT NUMBER! and !INSERT NUMBER! students each. The training sessions shall provide instructions for personnel involved in the handling, storage and inventory of hazardous materials. The training sessions shall be scheduled and coordinated with !INSERT OFFICIAL! and performed in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.). See Attachment J-C8-33B for historical information on the classes that were conducted during the past !INSERT NUMBER! years.

NOTE TO SPECIFICATION WRITER: Coordinate the following paragraphs with Section C.31, *Logistics/Supply Management Services*, or if not used, with the Center/Installation Logistics Department for their support and buy-in.

- (c) <u>Alternative Materials</u>. The Contractor shall actively assist hazardous material users in seeking alternative, non-hazardous materials usage, where possible, and implementing other initiatives such as use reduction, reuse, recycling, etc. This technical assistance shall be provided verbally, by e-mail or by memorandum within !INSERT NUMBER! hours of receiving the request for information and shall be logged in by the Contractor. The records shall be maintained by the Contractor and made available to the COTR for review at any time. Cost savings resulting from a user's adoption of the Contractor's recommendations shall be retained by the Contractor within the fixed-price.
- (3) <u>Purchase of Hazardous Materials</u>. The principle means of acquiring hazardous materials at !INSERT NAME OF CENTER/INSTALLATION! include, but are not limited to:
  - (a) Requistion of standard items from Federal agencies;
  - (b) Direct purchase from commercial vendors;
  - (c) Transfer to !INSERT NAME OF CENTER/INSTALLATION! from other NASA or Federal agencies;
  - (d) Transfer of new or excessed materials internally between organizations at !INSERT NAME OF CENTER/INSTALLATION!
  - (e) Acquisition of no cost samples by users brought on-board outside of the supply system;
  - (f) Acquisition through credit card purchases.

On receipt of hazardous materials, the Contractor shall inspect the materials to ensure that containers are not damaged or leaking, shipping papers and the shipment are in order, shipping containers carry the proper DOT labels (i.e., DOT shipping name and hazard class) and that an MSDS is included with the shipment. Containers received in a damaged or leaking condition shall not be accepted and shall be returned to the supplier after the damage has been remedied at the supplier's cost. Materials missing an MSDS or without an MSDS on file shall be quarantined for up to !INSERT NUMBER! days while the Contractor obtains the MSDS from the supplier. If the supplier fails to provide a valid MSDS after !INSERT NUMBER! days, the Contractor shall return the materials to the supplier at the supplier's cost.

(4) <u>Shelf-life Optimization</u>. The Contractor shall minimize the generation of hazardous waste by optimizing the shelf-life of hazardous materials. This may be accomplished by procuring chemicals in smaller lots so that all materials will be used by the established shelf life code expiration, reducing the material inventory, just-in-time procurement of the material, and by improving the storage conditions of the chemicals (including temperature, humidity, pressure, light exposure, and mutual compatibility with other chemicals.). See also COSS Addendum Subsection C.31., *Logistics/Supply Management Services*.

(5) Storage and Use. The user's responsibility begins when hazardous material is received and accepted for storage and use. Each individual that receives hazardous material shall be responsible for ensuring the material is stored in a safe and secure storage space. Storage of hazardous materials shall be in a location separate from the storage of hazardous waste unless written approval is obtained from the COTR. Storage space must comply with all OSHA and other safety requirements. While materials are in storage in the custody of the Contractor, the Contractor shall ensure that container labels remain in place. Labels shall not be removed from empty containers, as these are often necessary to determine the appropriate disposal actions for the container. The contents of unidentified containers shall be analyzed by the Contractor to determine whether the contents are useable or require disposal. If disposal is required or desired, the Contractor shall determine the appropriate RCRA and DOT disposal requirements.

# (6) Documentation.

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NOTE TO SPECIFICATION WRITER: The need for good, thorough and timely documentation cannot be overemphasized in the area of hazardous material management. Historical records may be required in litigious situations that could ultimately determine responsibility for a given situation and degree of liability. Known documentation requirements should be identified in an Attachment to this document, summarized in the Performance Requirements Summary (PRS), and compliance evaluated regularly as stipulated in the Quality Assurance Plan.

- (a) <u>Chemical Inventory</u>. The Contractor as part of the firm, fixed-price work shall develop and implement an electronic hazardous material database to track, control, manage, inventory and report the hazardous materials identified in Attachment J-C8-33F and procured, stored or used onsite at !INSERT NAME OF CENTER/INSTALLATION. The Contractor shall input identification, quantity, location and tracking data within !INSERT NUMBER! days of receipt of the hazardous material, as sizeable changes occur or as physical inventories take place. The Government shall have continuous access to this database. This inventory shall be no less than !INSERT NUMBER! percent accurate at any time.
- (b) <u>Miscellaneous Reporting</u>. The Contractor shall, as part of the firm, fixed price, provide supporting data to the Environmental Office as necessary for the preparation and submission of the following reports: !NOTE MODIFY THE FOLLOWING LIST AS NECESSARY! the Process Safety Report (29 CFR 1910.119), Ozone Depleting Chemical Report, SARA Title III, Tier II reports, Toxic Release Report, Hazardous Air Pollutant Report and other similar reports listed in Attachment J-C6-33. If appropriate, these reports shall be generated by the Contractor on an as-needed basis and will be ordered and prepared in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.*
- (7) <u>Hazardous Material Packaging Identification</u>. All hazardous material and waste containers shall be appropriate for the specific material they are holding and shall meet all Federal and state statutes and EPA and DOT guidance for the packaging of hazardous materials. Additionally, each container shall have affixed to it the standard yellow, waterproof (i.e., vinyl coated) hazardous waste label containing the following information (See Attachment J-C6-33 for a sample document): DOT shipping name, DOT shipping number, generator's name, generator's address, EPA number, EPA hazardous waste number, !STATE WASTE NUMBER, IF APPLICABLE!, accumulation start date, physical state (solid, gas or liquid), and hazardous properties.
- (8) <u>Storage Site Inspections</u>. As part of the fixed-price work the Contractor shall perform inspections of hazardous material storage sites to verify the inventories reported. The storage sites are listed in Attachment J-C45-33 and the frequencies of the inspections shall be in accordance with the schedule in the Government-approved Operation Procedures Plan (Paragraph C.33.n).

NOTE TO SPECIFICATION WRITER: Hazardous materials spills have ramifications that go far beyond personal safety and endangerment to the environment, not the least of which is public response and public relations. Having in place an effective and up-to-date spill response plan; a trained, knowledgeable and fully equipped response team at the ready; all necessary spill cleanup materials and equipment; quick and decisive action to clean the spill; and evaluation of the incident and taking precautions against recurrence are all critical and may positively or negatively impact future Center/Installation operations.

w. Spill Response. The Contractor shall provide labor, supervision, tools, materials, equipment and transportation necessary to provide spill response capabilities for petroleum products and toxic, hazardous, controlled and other chemical and hazardous spills at !INSERT NAME OF CENTER/ INSTALLATION!, including providing containment, cleanup and treatment. The Contractor shall follow the existing Standard Operating and other procedures specified in the Government-approved Operation Procedures Plan and !INSERT NAME OF CENTER/ INSTALLATION!, state and Federal guidance listed in Attachment J-H1. The Contractor shall respond to an emergency spill within !INSERT NUMBER! minutes after notification during normal work hours and within !INSERT NUMBER! minutes after normal work hours when it has been determined by the Environmental Office that a spill situation poses a threat to human safety and health, government and personal property and the environment (i.e., groundwater, soil and air contamination). Hazardous spills include, but are not limited to, automobile gasoline, fuel oil, diesel oil, jet fuel, carbon fibers, transformer oil, hydraulic and lube oils, PCBs, paint related materials, solvents !AND ADD OTHER POTENTIAL SUBSTANCES! The Contractor shall work continuously until completion and acceptance by the !INSERT TITLE OF ACCEPANCE AUTHORITY! to contain and clean up the spill and to package the waste material. The Contractor shall not leave the clean-up site until all work is completed. The Contractor shall provide training for all !INSERT NAME OF CENTER/ INSTALLATION! personnel involved in spill response activities. Historical annual quantities of spill response data for the past !INSERT NUMBER! years are provided in Attachment J-C8-33G. All work, unless specifically stated otherwise, shall be ordered on an indefinite quantity unit price basis and performed in accordance with COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.

NOTE TO SPECIFICATION WRITER: A determination needs to be made of exactly who is responsible for what activities in emergency spill response situations. At most activities there is an on-site Government official – Environmental Officer, Safety Officer, Fire Chief, etc. - who would assume the role of on-site Commander, receive the emergency notification call, assess the situation, determine the procedures to be used and all logistics requirements, direct and manage the clean-up effort, coordinate with other key participants, take any other remedial action, dispose of the waste materials, document the incident, and make any other major decisions. The following paragraphs are written as though the Contractor is the designated on-scene Commander and should be modified to reflect actual conditions.

(1) Response Team Member Qualifications. The Contractor shall ensure that all personnel, including supervisors, directly involved with spill prevention and cleanup are fully trained in accordance with applicable Federal and state regulations. The Contractor shall maintain on file, available for review by the COTR at any time, proof of the required training of each individual. The file shall be maintained up to date and new training and employee data shall be entered within !INSERT NUMBER! days of completion of training, expiration of certification or other change affecting member qualifications (such as a new health limitations, etc.)

- (2) <u>Training.</u> As part of the firm, fixed-price work the Contractor shall provide !INSERT NUMBER OF SESSIONS!!INSERT LENGTH OF EACH SESSION! hour Hazardous Waste and Emergency Response (HAZWOPER) initial and refresher training courses each year for all on-site personnel involved in spill response. Class size shall not exceed !INSERT NUMBER! students. Training courses shall comply with all Federal, state and local environmental laws and regulations. Attachment J-C8-33B provides data on the training sessions conducted during the past !INSERT NUMBER! years. The training sessions shall follow the lesson plan, objectives and schedule provided in the Government-approved Operation Procedures Plan (Paragraph C.33.n.) and coordinated with !INSERT TITLE OF RESPONSIBLE OFFICIAL!
- (3) On-Scene Commander. The Contractor is the designated on-scene commander and shall be responsible for the total spill response operation. As such, the Contractor shall: receive the notification of all spills; determine and direct all required notifications (see !INSERT NAME AND NOMENCLATURE OF APPROPRIATE PROCEDURES MANUAL!); direct the initial response and emergency assessment; coordinate as necessary with all other key players (i.e., Security, Safety, Medical, etc.); decide on whom and what equipment to activate and direct that activation; provide identification for all response personnel (such as colored safety vests); assess and identify the spilled materials; develop and implement the spill cleanup strategy; direct the cleanup of the spill in accordance with the Government-approved procedures in the Operation Procedures Plan (Paragraph C.33.n); provide proper containerization and disposal of all hazardous wastes and debris from the spill incident; decontaminate personnel, the equipment and all property affected by the spilled material; declare the end of the emergency and certify the accident area safe for continued operations; and assist the Environmental Office in preparing the necessary incident reports and participate in necessary investigations and outbriefs.
- (4) <u>Hazard Sampling</u>. The Contractor shall take, as necessary, air, water and soil samples in support of the hazardous substances spill or emergency health response activities. This information shall be used to identify the hazardous material, its properties, the safety equipment required, and to support the strategies to be followed throughout the incident.
- (5) <u>Call-back List</u>. The Contractor shall, as part of the firm, fixed-price work, maintain an up-to-date listing of the names, credentials and on-duty and home phone numbers for all spill response team members and their alternates. Contractor spill response personnel shall be available on a 24-hour, 7 day-per-week basis to respond to spill emergencies. Spill response team members shall report to their mobilization site within !INSERT NUMBER! minutes of notification during normal work hours and within !INSERT NUMBER OF MINUTES OR HOURS! after normal working hours. A copy of this callback list shall be maintained in the Operation Procedures Plan (Paragraph C.33.n.) and shall be updated as changes occur.
- (6) <u>Equipment and Supplies</u>. See also Subsection C.33.p., *Contractor Furnished Items*. The Contractor as part of the firm, fixed-price work shall continuously provide and maintain

an adequate supply of all spill response equipment and supplies listed in Attachment J-C46-33 for spill response and cleanup operations. The Contractor shall also maintain an electronic, up-to-date, accurate inventory of emergency spill response equipment and materials available and their location. Examples include containers, absorbents, personal protective equipment, mobile light plants, tools and equipment as well as required reference materials such as guidebooks, blank forms and chemical reference manuals. Following a spill response, the Contractor shall inventory and restock as necessary all spill response equipment and supplies and update the spill response equipment and materials inventory database within !INSERT NUMBER! working days of the completion of the emergency clean-up.

(7) <u>Documentation</u>. The Contractor as part of the firm, fixed-price work shall prepare and submit to the COTR by the !INSERT DATE! of each month the Monthly !INSERT NAME OF CENTER/INSTALLATION! Spill Response Report (See Attachment J-C6-33) in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n). If the spill is a reportable quantity spill as defined by CERCLA, the Contractor shall provide the information to the COTR within !INSERT NUMBER! hour(s) and prepare and submit to the COTR the appropriate incident report within !INSERT NUMBER! hours of completion of the emergency clean-up.

NOTE TO SPECIFICATION WRITER: Pollution discharges and storm water runoff have ramifications that go far beyond endangerment to the environment and public health, not the least of which is public response and public relations. Having in place all appropriate and up-to-date permits, an effective and up-to-date monitoring and action plan and then taking quick and decisive action to remedy unfavorable situations are critical and may positively or negatively impact future Center/Installation operations.

At some Centers/Installations the operation and maintenance of stormwater management systems may be included in a separate facilities maintenance contract. Include the following paragraphs, modified as necessary, to fit actual conditions, if NPDES management is expected to be a responsibility of the environmental management support contractor at the specific Center/Installation.

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x. National Pollutant Discharge Elimination System (NPDES) and Storm Water Management. The Contractor shall provide labor, supervision, tools, materials, equipment and transportation necessary to ensure NPDES compliance and storm water management at !INSERT NAME OF CENTER/INSTALLATION! The Contractor shall prepare for the Environmental Office water discharge reports as required by applicable laws, regulations and permit conditions. All work shall be ordered and performed as fixed-price work in accordance with COSS Subsection C.12., General Requirements and Procedures for Recurring Work, unless specifically stated otherwise.

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NOTE TO SPECIFICATION WRITER: It is important to emphasize the responsibility to maintain permits up-to-date. This may be particularly problematic for NASA Centers/Installations where changing research projects and research environments constantly require updating the permits already issued, or where changes to local, State or Federal laws likewise mandate new or updated permits to allow continued operations.

for "Storm Water Source Point Discharge" (40 CFR 122.26) for mandatory permit coverage. The Contractor shall as part of the firm, fixed-price work oversee and manage the NPDES program at !INSERT NAME OF CENTER/INSTALLATION! to ensure compliance with 40 CFR 122.26 and the requirements of the state of !INSERT NAME

OF STATE!.

(a) Permitting. The Contractor shall assist the NASA Environmental Office in preparing applications for NPDES permits required by 40 CFR 122.26 and by the state of !INSERT NAME OF STATE! for submission by NASA. For !INSERT NAME OF CENTER/ INSTALLATION! the permit-issuing authority is !INSERT THE NAME OF THE STATE AUTHORITY IF THE STATE HAS BEEN GRANTED AUTHORITY TO ISSUE PERMITS; OTHERWISE INDICATE THE EPA REGIONAL OFFICE! At !INSERT NAME OF CENTER/INSTALLATION! an NPDES Point Source Discharge Permit is required for discharging to groundwater or surface water and for non-discharging, closed loop recycle systems. Expiration dates of the current permits are as follows: !INSERT PERMIT IDENTIFICATION AND EXPIRATION DATES OR INCLUDE THE INFORMATION IN AN ATTACHMENT IN SECTION J!

- (b) Storm Water Pollution Prevention Plan (SWPPP). The Contractor shall prepare any SWPPP required by the NPDES permit. The SWPPP shall be prepared on an asrequired, unit price basis in accordance with Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work, and shall meet all of the requirements set forth in the permit, including its timeliness in completion. A copy of the SWPPP shall be included in the Government-approved Operation Procedures Plan (Paragraph C.33.n.).
- (c) NPDES Sampling. The Contractor shall as part of the firm, fixed-price collect representative samples, flow measurements and pH readings at the locations and frequencies indicated in Attachment J-C47-33. The sampling shall be in accordance with the SWPPP for compliance with and within the timeframes required for a NPDES permit in accordance with EPA guidance and the applicable documents listed in Attachment J-H1. The Contractor shall deliver the samples to a certified laboratory within !INSERT NUMBER! hours of taking the sample, have the samples analyzed in accordance with the test procedures stipulated in 40 CFR Part 136 and obtain the results in writing within !INSERT NUMBER! hours of notification by the laboratory. The cost of the actual laboratory testing is not included in the Contractor's fixed-price for the work and shall be reimbursed by the Government at actual laboratory cost.

- <u>1</u> Required Data. The Contractor shall submit the following information to the laboratory with the sample to ensure proper handling by the laboratory:
  - <u>a</u> Unique sample identification or log number.
  - b Date and time of sample collection.
  - c Source of sample, including facility name and address.
  - d Name of sampling personnel.
  - e Sample type (i.e., grab or composite).
  - <u>f</u> Preservation used (e.g., refrigeration at 4°C).
  - g Analysis required.
  - h Flow measurement at time of sampling.
  - <u>i</u> Date, time and documentation of sample shipment.
  - j Comments, including the condition of the sample site, observed characteristics of the sample, environmental conditions that may affect the sample and problems encountered during the sampling.

NOTE TO SPECIFICATION WRITER: The need for good, thorough and timely documentation cannot be overemphasized during NPDES sampling, handling and testing. Historical records may be required during litigation that could ultimately determine responsibility for a given situation and degree of liability. Known documentation requirements should be identified in an Attachment to this document, summarized in the Performance Requirements Summary (PRS), and compliance evaluated regularly as stipulated in the Quality Assurance Plan.

- <u>Chain-of Custody</u>. The Contractor shall follow chain-of-custody procedures following the collection of samples. "Chain-of-custody" refers to the documented account of changes in possession that occur for a particular sample or set of samples. Information necessary in chain-of-custody is:
  - <u>a</u> Name of the person collecting the sample.
  - b Sample ID numbers.
  - <u>c</u> Date and time of sample collection.

- d Location of sample collection.
- e Names and signatures of all persons handling the samples in the field and in the laboratory.
- <u>3</u> <u>Documentation</u>. The Contractor shall maintain all sample analysis results electronically such that they can easily and quickly be reviewed by the COTR or other authorized Government official. All data shall be entered within !INSERT NUMBER! hours of taking samples and receiving the analysis and test results.
- (2) Storm Water Inspection. The Contractor shall, as part of the firm fixed-price work, perform storm water inspections in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.). Inspections shall be performed every !INSERT NUMBER! day(s) at the sites of hazardous materials stored outside without containment, !INSERT NUMBER! day(s) for hazardous materials, above ground storage tanks and emergency generators stored outside in containment areas and !INSERT NUMBER DAYS OR WEEKS! for staging areas. The Contractor shall release storm water from containment areas in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n). The Contractor shall document all inspections electronically within !INSERT NUMBER! hours of each inspection and shall maintain all records upto-date electronically such that the information can be easily and promptly reviewed by the COTR and other Government officials at any time.

NOTE TO SPECIFICATION WRITER: The need for good, thorough and timely documentation cannot be overemphasized during storm water runoff inspections. Historical records may be required during litigation that could ultimately determine responsibility for a given situation and degree of liability. Known documentation requirements should be identified in an Attachment to this document, summarized in the Performance Requirements Summary (PRS), and compliance evaluated regularly as stipulated in the Quality Assurance Plan.

#### (3) Documentation.

- (a) <u>Storm Water Inspection Log</u>. The Contractor shall document storm water inspections and releases in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.) The storm water inspection logs shall be submitted to the COTR complete and on time not later than the !INSERT NUMBER! calendar day of each !MONTH, QUARTER, YEAR, ETC! and maintained up to date. Inspection of the log to date shall be available to the COTR for review at any time.
- (b) NPDES Monthly Report. The Contractor shall prepare and submit a monthly report summarizing the pH, flow and gallons of flow treated or discharged. The report shall be submitted to the COTR complete and on time not later than the !INSERT DATE! of each month.

(c) <u>Reporting</u>. The Contractor shall prepare for the Environmental Office, as necessary, other water discharge reports required by applicable laws, regulations and permit conditions.

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NOTE TO SPECIFICATION WRITER: Include the following paragraphs if it is the intended responsibility of the environmental management support contractor to manage the asbestos and lead eradication/monitoring program. At many Centers, this is a responsibility of the Safety or Facilities Maintenance Office. Modify the following to reflect the actual conditions for the specific Center/Installation.

- y. <u>Asbestos and Lead Management</u>. Various levels and degrees of asbestos and lead-based paint are present in the !INSERT NAME OF CENTER/INSTALLATION! facilities and infrastructure as specified in Attachment J-C50-33. The Contractor shall as part of the firm, fixed-price work (unless otherwise specifically addressed) provide labor, supervision, tools, materials, equipment and transportation necessary to oversee, manage and monitor the !INSERT NAME OF CENTER/INSTALLATION! Asbestos and Lead Eradication and Monitoring Program.
  - (1) Objective. The principle objective of the program is to ensure that !INSERT NAME OF CENTER/INSTALLATION! is in compliance with Federal, state and local statute and regulations, including 40 CFR 61, 29 CFR 1926.62, 29 CFR 1910, the !INSERT NAME OF CENTER/INSTALLATION! Safety Manual and with the Government-approved procedures in the Operation Procedures Plan (Paragraph C.33.n) in minimizing the exposure of building occupants, maintenance and custodial personnel, and the general public to airborne asbestos fibers and lead particulate. The Contractor's work under this Subsection does not include facility construction, demolition, alterations, repairs and maintenance associated with asbestos or lead control, reduction or elimination. The Contractor is responsible for submitting the appropriate Work Request or Trouble Call to have this work accomplished and for monitoring the progress of that request. The Contractor is also responsible for the following:
    - (a) Surveying, inventorying and periodically reassessing all suspect and known asbestos or lead containing materials (ALCM). The purpose of the reassessment is to monitor the condition of ALCM to ensure that the ALCM is maintained in an undamaged (non-hazardous) condition.
    - (b) Ensuring that asbestos fibers and lead particulate that have been previously released are properly cleaned up.
    - (c) Training individuals who may encounter ALCM during their normal work activities.
    - (d) Developing work practices and procedures that will allow renovation, construction, or emergency maintenance to be performed safely without exposing employees, building occupants, or members of the public to airborne asbestos fibers or lead particulate.

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NOTE TO SPECIFICATION WRITER: In the area of asbestos and lead management, the Government is particularly susceptible to personal lawsuits and penalties resulting from asbestos and/or lead exposure – often several years after the occurrence of that exposure. For that reason, it is critically important that the Performance Work Statement be written unambiguously, that the qualifications and past experience of the perspective contractor are carefully reviewed and validated relative to the work performance required by this PWS, and that a vigorous Quality Assurance program is designed and adhered to to ensure compliance with the quality standards contracted for.

- (2) Licenses and Certifications. See also Paragraph C.33.r., Contractor Licensing, Certification and Staffing Requirements. The Contractor shall be fully licensed by the state of !INSERT NAME OF STATE! and the Contractor's employees trained and certified to handle asbestos and lead. Personnel that conduct or coordinate asbestos and/or lead inspections or sampling, develop asbestos and/or lead response actions, perform or oversee asbestos and/or lead repair and removal projects, or develop asbestos or lead removal plans shall meet the appropriate minimum qualifications as required by the !INSERT STATE REGULATORY COMMISSION! for the assigned asbestos- or lead-related job duties. The Contractor shall monitor the qualifications of all asbestos and lead workers in terms of training, certifications and medical condition, provide copies of licenses, certificates and training certifications to the COTR within !INSERT NUMBER! calendar days of contract award, maintain files of all affected employee qualifications and shall update them within !INSERT NUMBER! of days after completion of training, expiration of certification or any other changes that could effect the eligibility of the employee to perform the work (such as emergent health problem). The files shall be available to the COTR for review at any time.
- (3) <u>Asbestos and Lead Management Plan</u>. The Contractor shall develop as part of the firm, fixed-price and include as part of the Operation Procedures Plan (Paragraph C.33.n.) an Asbestos and Lead Management Plan that provides for restricted access to potentially hazardous locations and the systematic inspection and repair of damaged ALCM. The purpose of the Plan is to ensure the safety of employees who may work in the vicinity of or who may remove ALCM as part of their job duties and to minimize the exposure of building occupants, maintenance and custodial personnel and the general public to airborne asbestos fibers and lead particulate. The Plan shall address the surveillance, handling, containerization, storage and transportation of ALCM. The Contractor shall prepare the Plan within !INSERT NUMBER! days of contract award and submit it to the Contracting Officer for approval as part of the Operation Procedures Plan (Paragraph C.33.n.).

NOTE TO SPECIFICATION WRITER: The following paragraph is intended to stress the need for a partnership between the Government and Contractor in working together to meet on-site

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(4) Coordination. The Contractor shall as part of the firm fixed-price receive from facility occupants, users and maintenance personnel all reports of suspected asbestos and lead problems and shall take the appropriate remedial action as described in this subsection and in the Government-approved Operation Procedures Plan (Paragraph C.33.n.). A listing of all asbestos and lead-related problem reports initiated at !INSERT NAME OF CENTER/INSTALLATION! during the past !INSERT NUMBER! years is included in Attachment J-C8-33H. The Contractor shall keep abreast of new regulations and policies concerning asbestos and lead issues and shall promulgate these changes to the personnel at !INSERT NAME OF CENTER/INSTALLATION! by e-mail alerts, posted notices and/or local publications. The Contractor shall attend meetings as required to keep updated on asbestos and lead abatement projects. !USE ONE OF THE FOLLOWING: "The approximate number of meetings attended during each of the past !INSERT NUMBER! years is !INSERT NUMBER! and !INSERT NUMBER!, respectively." OR "For planning and bidding purposes, it is anticipated that there will be !INSERT NUMBER! meetings each year."! The Contractor will be routed a copy and shall review and comment on each work order in known or suspect ALCM areas of facilities to ensure that the work will not have an impact on ALCM. The Contractor shall review the work practices and the types of asbestos or lead control method to be employed with asbestos and lead abatement projects (i.e., removal, encapsulation or enclosure) and will ensure that all applicable asbestos regulations are being followed prior to commencement of the work and that proper procedures are rigidly adhered to during the performance of asbestos-lead projects. Historical data on the number of ALCM-related work orders and abatement projects during each of the past !INSERT NUMBER! years is included in Attachment J-C8-33H.

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NOTE TO SPECIFICATION WRITER: Training may be done as part of the firm, fixed-price if sufficient details are known to enable the Contractor to pre-price the work as part of the fixed-price bid. As a minimum, the Contractor would need to know the frequency of classes, duration of classes, the size of the classes, who provides the classroom facilities and location, and whether training materials and other hand-outs would need to be provided. This information could be provided based on historical data and included in Section J. If this information is uncertain or cannot be estimated accurately, then the training should be priced as a unit price task and performed in accordance with the COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work.* Paragraph (5) is written on the basis of the scope of the work being known and fixed-price while Paragraph (5) OPTION is written on the basis of the training being an unknown quantity.

(5) <u>Asbestos and Lead Awareness Training</u>. The Contractor shall as part of the firm, fixed-price work prepare materials and perform !INSERT NUMBER OF CLASSES! !INSERT LENGTH OF EACH CLASS! –hour EPA-accredited asbestos and lead awareness

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training sessions on sight annually. Class size shall not exceed !INSERT NUMBER! students. The training sessions shall include, but not be limited to the following: asbestos and lead characteristics and typical uses; health effects of asbestos and lead exposure; recognition of damaged ALCM and the response that should be made if damaged ALCM or suspect ALCM is found; approved asbestos and lead work practices and procedures; proper use of personal protective equipment; setting up containment; decontamination procedures; use of tools and equipment approved for use with asbestos and lead; recordkeeping; and a summary of OSHA asbestos and lead standards. The training sessions shall be scheduled and coordinated with !INSERT OFFICIAL! and performed in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.). See Attachment J-C8-33B for historical information on the classes that were conducted during the past !INSERT NUMBER! years.

- (5) OPTION. Asbestos and Lead Awareness Training. The Contractor shall prepare materials and perform EPA-accredited asbestos and lead awareness training sessions on site as required. This training shall be ordered as indefinite quantity, unit-priced work and performed in accordance with COSS Subsection C.13., General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work. In the past, this training was performed between !INSERT NUMBER! and !INSERT NUMBER! times during the year, however the quantity of training sessions to be conducted during this contract period is uncertain. Training sessions in the past averaged !INSERT NUMBER! days and between !INSERT NUMBER! and !INSERT NUMBER! students each. The training sessions shall include, but not be limited to the following: asbestos and lead characteristics and typical uses; health effects of asbestos and lead exposure; recognition of damaged ALCM and the response that should be made if damaged ALCM or suspect ALCM is found; approved asbestos and lead work practices and procedures; proper use of personal protective equipment; setting up containment; decontamination procedures; use of tools and equipment approved for use with asbestos and lead; recordkeeping; and a summary of OSHA asbestos and lead standards. The training sessions shall be scheduled and coordinated with !INSERT OFFICIAL! and performed in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.). See Attachment J-C8-33B for historical information on the classes that were conducted during the past !INSERT NUMBER! years.
- (6) Occupant Awareness. The Contractor shall make facilities occupants aware of the presence of ALCM in their workplace and shall caution them that ALCM is not to be damaged or disturbed except under controlled conditions by trained personnel. The Contractor shall allow occupants to review asbestos and lead-related facility survey records as authorized by the COTR. Prior to the start of an asbestos or lead abatement project the Contractor shall provide additional information to building occupants that explains the work that is to be performed and the measures that are being employed to protect the occupants. This information shall be made available electronically and by notice to the Government !INSERT BUILDING MANAGER, FACILITY COORDINATOR, ETC.!.

- (a) Government !INSERT BUILDING MANAGER, FACILITY COORDINATOR, ETC.! The Contractor shall as part of the firm fixed-price provide to each !INSERT BUILDING MANAGER, FACILITY COORDINATOR, ETC.! a building ALCM profile for each of the !INSERT MANAGER'S or COORDINATOR'S! respective buildings. The profile shall contain information regarding the ALCM product type, specific location, estimated quantity, type and percentage of asbestos or lead content, and physical condition. The Contractor shall update each profile annually not later than !INSERT DATE! and within !INSERT NUMBER! of calendar days of each surveillance, test results and/or response actions being undertaken in the facility.
- (b) Signs and Labeling. The Contractor shall as part of the firm, fixed-price implement a labeling program to identify known ALCM in !INSERT NAME OF CENTER/ INSTALLATION! facilities. The number and location of these signs or labels shall be sufficient to clearly identify ALCM in routine maintenance areas. Labels shall conform to current OSHA standards. If a non-asbestos or -lead product is installed in-line with existing ALCM then the boundary between ALCM and non-ALCM shall be clearly delineated. Signs or labels are not required if non-friable ALCM is maintained in good condition and repair or if the ALCM has been modified by a bonding agent, coating, binder or other material provided such that future use or handling will not result in airborne asbestos fibers or lead particulate in concentrations in excess of the allowable limits. The general locations of existing, required signs and labels are indicated in Attachment J-C50-33.
- (c) <u>Contaminated Building Areas</u>. The Contractor shall post signs conforming to the current OSHA standards restricting access to building areas that are contaminated with ALCM beyond allowable limits. These signs shall be provided and posted on an as-required, indefinite quantity unit price basis in accordance with the COSS Subsection C.13., *General Requirements and Procedures for Non-recurring* (*Indefinite Quantity*) *Work*. The signs shall read:

# <u>DANGER</u> ASBESTOS (or LEAD) CANCER AND LUNG DISEASE HAZARD AUTHORIZED PERSONNEL ONLY RESPIRATORS AND PROTECTIVE CLOTHING ARE REQUIRED IN THIS AREA

(7) <u>Hazard Assessment</u>. The Contractor as part of the firm, fixed-price (unless specifically stated otherwise) shall perform hazard assessments in accordance with Federal and state guidelines and the procedures, schedule, locations and sampling and analytical methods specified in the Government-approved Operation Procedures Plan (Paragraph C.33.n.) All facilities at !INSERT NAME OF CENTER/INSTALLATION! that have either known or suspect ALCM identified in Attachment J-C50-33 shall be re-inspected at least

annually no later than !INSERT DATE! and the results documented electronically and forwarded to the COTR within !INSERT NUMBER! days following the inspection.

- (a) <u>Sampling</u>. Suspect and known ALCM shall be sampled and analyzed in the order of assigned priority to determine actual asbestos or lead content so that the appropriate response can be determined. The Contractor shall follow Federal and state approved sampling, testing and analytical methods including personal air sampling in accordance with 29 CFR 1926 Section 62. When specified or where required the Contractor shall perform on an indefinite quantity, unit price basis (in accordance with COSS Subsection C.13., *General Requirements and Procedures for Non-recurring (Indefinite Quantity) Work)* environmental air sampling, dust wipe sampling (pre-abatement, during abatement, post-abatement), soil sampling (pre-abatement, post abatement, final clearance), and toxicity characteristic leaching procedure (TCLP) of waste material in accordance with 40 CFR 261.
- (b) Analysis. The Contractor shall note any change in the material condition of the ALCM, and the relative hazard posed to building occupants by this material shall be assessed. If necessary, the Contractor shall submit a work request for the performance of material repairs and/or minor abatement at the first available opportunity (but no later than !INSERT NUMBER! calendar days following the completion of the assessment) to reduce or eliminate the hazard to building occupants. The Contractor shall analyze each ALCM sample within !INSERT NUMBER! days of gathering the sample materials.

NOTE TO SPECIFICATION WRITER: The need for good, thorough and timely documentation cannot be overemphasized during asbestos and lead inspections and the monitoring of known hazards. Historical records may be required during litigation that could ultimately determine responsibility for a given situation and degree of liability. Known documentation requirements should be identified in an Attachment to this document, summarized in the Performance Requirements Summary (PRS), and compliance evaluated regularly as stipulated in the Quality Assurance Plan.

- (c) <u>Documentation</u>. The information gathered during the annual inspection, analysis and assessment of the ALCM threat in the !INSERT NAME OF CENTER/ INSTALLATION! facilities shall be submitted to the COTR within !INSERT NUMBER! days of the inspection in accordance with the format and procedures specified in the Operation Procedures Plan (Paragraph C.33.n). The data shall be complete and identify, in prioritized order, any remedial action necessary to mitigate any hazards associated with actual and suspect ALCM that is damaged or deteriorated.
- (8) <u>Hazard Monitoring</u>. The Contractor shall as part of the firm, fixed-price establish and maintain an accurate electronic database documenting the nature and relevancy of known quantities of asbestos and lead in !INSERT NAME OF CENTER/ INSTALLATION!

facilities to assess employee exposure. This database shall be maintained up to date, with data entered within !INSERT NUMBER! hours of first learning of each change occurrence. The Contractor shall monitor all asbestos and lead removal projects not associated with CoF projects and shall review proposed work to be conducted by others, such as by facility maintenance personnel or personnel involved in the placement of communications cables, that could affect or impact ALCM. The Contractor shall ensure that, prior to anyone performing any asbestos or lead-related work, that that person's organization has in place a written Plan that is compliant with 29 CFR 1926.62.

- (a) Asbestos and Lead Abatement Records. The Contractor shall as part of the firm, fixed-price maintain hardcopy and/or in an electronic database, as appropriate, asbestos and lead surveillance and abatement records. All records shall be up to date, within !INSERT NUMBER! calendar days of discovery and completion of abatement actions and shall be available for review by the COTR at any time. The records shall be turned over to the COTR not later than the final day of the contract completion or termination date. These records shall include but not be limited to:
  - 1 The Asbestos and Lead Management Plan section of the most recent Government-approved Operation Procedures Plan (See Paragraphs C.33.n. and C.33.y.(3));
  - 2 Facility plans and drawings, with areas of known ALCM clearly identified and sample locations clearly delineated;
  - 3 Facility sampling and survey records;
  - 4 Testing laboratory sample analysis results;
  - Copies of all asbestos and lead project (abatement, repair, encapsulation or enclosure) records including, as appropriate, survey records, project design or abatement specifications, air sampling data, daily project monitor logs, sign-in logs, waste disposal manifests and invoices. The facilities affected and material removed shall be clearly identified on the facility drawings;
  - 6 Attendance records from all asbestos and lead training programs.
  - Copies of all permits and licenses issued to contractors participating in abatement, repair and other related projects.
  - 8 Copies of employee licenses and certifications
  - 9 General correspondence associated with asbestos and lead issues at !INSERT NAME OF CENTER/INSTALLATION!
  - 10 A readily available copy of current Federal and state regulations (See Paragraph C.33.1., *Technical Reference Library*).

- 11 ALCM samples. Where all ALCM of one type is completely removed from a facility, a sample of the material removed shall be retained by the Contractor until the records are turned over to the COTR at the conclusion of the contract.
- (b) <u>Asbestos and Lead Monthly Report</u>. The Contractor shall prepare a monthly asbestos and lead report. The report shall include the location where asbestos or lead abatement was performed, the dates of abatement, the quantity and type of material removed, dates of inspections, copies of hand receipts for disposal of asbestos or hazardous waste drum numbers, list of tasks scheduled for the following month, and copies of asbestos notifications. The monthly report shall be submitted to the COTR not later than the !INSERT DATE! calendar day of each month.
- z. <u>Universal Waste</u>. The Contractor shall as part of the firm, fixed-price provide labor, supervision, tools, materials, equipment and transportation necessary to manage universal waste at !INSERT NAME OF CENTER/INSTALLATION!, to ensure compliance with Federal (40 CFR 273), state and local statute and regulations, and to actively develop, manage, coordinate, advertise and participate in a recycling program for universal waste. The Contractor shall retain any financial proceeds resulting from the Contractor's sale of Universal Waste to commercial recycling centers. Unless otherwise authorized in writing by the COTR, materials that are accepted for recycling or reuse by the local Excess Property Disposal Office are exempt from sale by the Contractor. For the purposes of this paragraph, Universal Waste is waste material that in large quantities is hazardous to the environment when disposed of carelessly, but the effects of which can be mitigated though an active, environment-friendly recycling program, the requirements of which are found in 40 CFR 273. Universal waste includes, but is not limited to the following:

- (1) <u>Batteries and Battery Cells</u>. The Contractor shall collect from central collection points, handle, inventory and transport batteries and battery cells appropriately as recyclable hazardous waste, following the procedures approved by the Government in the Operation Procedures Plan (Paragraph C.33.n.), OSHA and other Federal and industrially-accepted procedures. All batteries shall be clearly marked as to their type and shall be accompanied by an MSDS. The batteries shall *not* be drained. The Contractor shall establish and manage a program as part of the firm, fixed-price work (retaining any proceeds resulting from sales to recyclers) to recycle batteries. During each of the past !INSERT NUMBER! years, approximately !INSERT NUMBER OF SILVER ZINC AND LEAD ACID, ETC., BATTERIES! batteries were collected by the Contractor and processed for recycling.
- (2) <u>Aerosol Cans</u>. An aerosol can contains a compressed gas and a product that must be emptied before it is no longer regulated. The Contractor shall as part of the firm, fixed-price work collect from central collection points, handle, and transport aerosol cans

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appropriately as recyclable hazardous waste, following the procedures approved by the Government in the Operation Procedures Plan (Paragraph C.33.n.), OSHA and other Federal and industrially-accepted procedures. The Contractor shall establish and manage a recovery program to puncture by use of an aerosol puncturing device, crush and recycle aerosol cans. The can's contents shall be collected by the Contractor and the propellants collected in a pressure tank in accordance with Federal regulations (40 CFR Sec 261.7) and state regulations. The Contractor shall not mix aerosol can contents that are incompatible. Crushed cans shall be deposited into a suitable container. During each of the past !INSERT NUMBER! years, approximately !INSERT NUMBER! aerosol cans have been processed by the Contractor.

- (3) Fluorescent Lamps. The recycling of fluorescent and high intensity discharge lamps recovers as much as 99% of the mercury, the phosphor powder, glass particles and aluminum components. The Contractor shall as part of the firm, fixed-price work collect from central collection points, handle and transport fluorescent light tubes and bulbs and high intensity discharge lamps appropriately as recyclable hazardous waste, following the procedures approved by the Government in the Operation Procedures Plan (Paragraph C.33.n.), OSHA and other Federal and industrially-accepted procedures. The Contractor shall establish and manage a recovery program (retaining any proceeds resulting from sales to recyclers) to recycle fluorescent and high intensity discharge lamps. During each of the past !INSERT NUMBER! years, approximately !INSERT NUMBER! fluorescent light tubes and bulbs and high intensity lamps have been processed.
- (4) <u>Printed Circuit Boards.</u> Printed circuit boards typically consist of several materials that classify them as hazardous, including lead, silver, gold, platinum and mercury. The Contractor shall collect from central collection points, handle, and transport printed circuit boards appropriately as recyclable hazardous waste, following the procedures approved by the Government in the Operation Procedures Plan (Paragraph C.33.n.), OSHA and other Federal and industrially-accepted procedures. The Contractor shall establish and manage a program as part of the firm, fixed-price work (retaining any proceeds resulting from sales to recyclers) to recycle printed circuit boards.
- (5) Photo/X-ray Processing and Printing Wastes. Photographic and X-ray processing and printing solution wastes typically contain elevated concentrations of heavy metals, organic compounds and other toxic substances unacceptable for direct discharge to a sewer system. There are several technologies used for silver and other heavy metal recovery, making it generally cost effective while treating wastewater effluent and other silver-laden waste streams. The Contractor shall establish and manage a program as part of the firm, fixed-price work (retaining any proceeds resulting from sales to recyclers) to recycle photographic and x-ray processing and printing wastes.

NOTE TO SPECIFICATION WRITER: Insert the following paragraphs, modified as necessary, if the environmental management support contractor is expected to provide support to the

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#### NASA GPWS FOR COSS ADDENDUM

- aa. Sanitary Landfill Management. The Contractor shall provide labor, supervision, tools, materials, equipment and transportation necessary to provide support to the Environmental Office in its oversight of sanitary landfill management and operations at !INSERT NAME OF CENTER/ INSTALLATION! in accordance with the Government-approved Operation Procedures Plan (Paragraph C.33.n.). The landfill services only !INSERT NAME OF CENTER/INSTALLATION! and does not accept hazardous waste or waste from non-!INSERT NAME OF CENTER/ INSTALLATION! users. The landfill is approximately !INSERT NUMBER! acres in size and is constructed !INDICATE WITH or WITHOUT! a bottom liner !AND/OR! leachate collection system. The Contractor shall provide technical, testing, and inspection support to the Environmental Office in its oversight of landfill operations including, but not limited to, waste acceptance, landfill construction and maintenance, road and drainage system construction and maintenance, stormwater runoff control, site ground and water testing and analysis, and related documentation and recordkeeping. The Contractor shall monitor the ground water and report to the Environmental Office any evidence of the releases of hazardous pollutants for remedial action against groundwater contamination. This work is part of the firm, fixed-price and shall be accomplished in accordance with COSS Subsection C.13., General Requirements and Procedures for Recurring Work.
  - (1) <u>Regulatory Compliance</u>. The Contractor shall ensure that the sanitary landfill is managed in accordance with 40 CFR 258, and !INSERT OTHER PERTINENT FEDERAL, STATE AND LOCAL STATUTES AND REGULATION! .

#### (2) Waste Operations.

(a) Authorized Waste Types. The Contractor shall inspect, sample and oversee the acceptance of wastes into the sanitary landfill to ensure that only authorized waste types are accepted. These materials are specifically listed by the Environmental Office and are otherwise not expected to produce leachate that poses a threat to public health or to the environment. Unauthorized wastes include those not authorized by permit, Government-Classified material, hazardous waste (as listed in Chapter 2, 40 CFR 261, Subpart D), untreated biohazardous waste, containerized or non-containerized liquid wastes (including oils and lubricants) and lead-acid batteries.

#### (b) Load Checking.

<u>Random Sampling.</u> The Contractor shall examine at least !INSERT NUMBER – SUGGEST three! random loads of solid waste delivered to the landfill each week. The Contractor shall direct the haulers selected for the random load checking to a

designated area within the facility to discharge the load that is to be inspected. The Contractor shall inspect the discharged material in detail to detect any unauthorized waste. The Contractor shall maintain for a period of at least !INSERT NUMBER! years, written records of each random load check. Each record shall include the date and time of the inspection, the name of the vehicle driver, the vehicle license plate number, the waste source as stated by the driver, the observations made by the Contractor during the detailed inspection, and the signature of the Contractor employee performing the inspection. See also Paragraph C.33.aa.(3), *Documentation*.

- Spotting at Working Face. The Contractor shall periodically observe the unloading of waste at each working face of the landfill to watch for the presence of unauthorized waste. The Contractor shall immediately stop any further disposal by the violator. The landfill manager shall cordon off for further dumping access any areas where unauthorized wastes were deposited until the wastes are removed. In all cases, discrepancies shall be documented within 24 hours of the inspection and reported to the Environmental Office and landfill Manager for remedial action.
- (c) <u>Landfill Construction</u>. The Contractor shall monitor the method and sequence of filling waste to ensure that proper, sound and !INSERT NAME OF CENTER/ INSTALLATION! -approved engineering principles and landfill construction procedures are being followed. These include the construction of weekly cells, row construction and lift construction and their appropriate compaction and initial, intermediate and final covers. In all cases, discrepancies shall be documented within !INSERT NUMBER SUGGEST 24! hours of the inspection and reported to the Environmental Office and landfill Manager for remedial action.
- (d) <u>Gas Controls</u>. The Contractor shall ensure that landfill gas is vented to the atmosphere via passive gas vents through the final cover, installed at the time when the final cover is constructed. The Contractor shall ensure the continued integrity and maintenance of the installed gas vents and shall report damaged and faulty vents. In all cases, discrepancies shall be documented within !INSERT NUMBER SUGGEST 24! hours of the inspection and reported to the Environmental Office and landfill Manager for remedial action.
- (e) Stormwater Controls. The Contractor shall inspect the presence and integrity of a storm water runoff system that drains the non-contaminated storm water from active fill areas to perimeter drainage ditches. All storm water ditches, culverts and wet-detention ponds shall be designed, constructed and maintained by the landfill manager to convey, retain and discharge, as applicable, storm water runoff from a 25-year 24-hour duration storm event. The Contractor shall inspect the maintenance and grade of all active working areas to ensure that storm water flows away from the active face of the landfill toward the perimeter drainage ditches. The Contractor shall ensure that interceptor berms are constructed as necessary to control the flow of runoff from the landfill surface and to prevent the cascading of water down the side

slopes. On completed landfill areas, the Contractor shall ensure that permanent swales and structures are constructed as necessary to prevent erosion damage to the landfill's final cover. In all cases, discrepancies shall be documented within !INSERT NUMBER – SUGGEST 24! hours of the inspection and reported to the Environmental Office and landfill Manager for remedial action.

(f) Sampling and Analysis. The Contractor shall conduct sampling and analysis in accordance with EPA procedures, ASTM Standards and !INSERT NAME OF ANY OTHER APPROPRIATE GUIDANCE, STANDARDS, CODE, ETC>! The Contractor shall inspect and obtain samples from monitoring wells as required in the landfill permit. There are currently !INSERT NUMBER! groundwater monitoring wells and !INSERT NUMBER! surface water sites as indicated in Attachment J-C49-33. The Contractor shall obtain samples at these sites at a frequency of !INSERT FREQUENCY!, shall have the samples tested and evaluated for purity, contamination and other factors as required by the COTR within !INSERT NUMBER! hours of taking the samples and shall maintain records of the analysis results. See also Paragraph C.33.aa.(3), *Documentation*.

- (3) <u>Documentation</u>. The Contractor shall maintain up-to-date an electronic database of all sampling, inspection and compliance historical data required by this Performance Work Statement such that these records can be reviewed by the COTR at any time. All entries shall be made within 48 hours of their occurrence. Any hardcopy records shall be turned over to the COTR at the conclusion or termination of the contract period.
- bb. <u>Emission Monitoring.</u> A key component of an integrated approach to pollution prevention is to minimize accidental and incidental releases of toxic and hazardous materials to the atmosphere. The Contractor as part of the firm, fixed-price work shall provide labor, supervision, tools, materials, equipment and transportation necessary to provide emission monitoring and data necessary for !INSERT NAME OF CENTER/INSTALLATION! to comply with Federal EPA and other agency National Ambient Air Quality Standards (NAAQS) for ozone, lead, carbon monoxide, sulfur dioxide, nitrogen dioxide and respirable particulate matter.
  - (1) <u>Proactive Measures</u>. The Contractor shall implement proactive measures to minimize the occurrence, reoccurrence and the severity of accidental emissions that do occur. This includes:

- (a) Substituting non-hazardous materials for hazardous materials wherever possible through retrofitting, direct substitution or replacement of the equipment;
- (b) Maintaining equipment in optimal condition;
- (c) Investigating all accidental emissions to determine root cause;
- (d) Performing process hazard analysis to look at factors such as chemical interactions, maximum material inventories, materials compatibility, and failure scenarios;
- (e) Using physical barriers to contain emissions and minimize environmental damage in the event of an accidental release.
- (2) <u>Air Quality Management</u>. The Contractor shall ensure management, operation and maintenance of stationary air emission units under the Contractor's control is done in compliance with Federal and state air pollution statute, regulations and standards.
  - (a) Emission Units Inventory. The Contractor shall maintain an up-to-date inventory of all stationary air emission units and shall validate the data at least annually, not later than !INSERT DATE! each year. A current listing of the stationary air units is provided in Attachment J-C51-33. All modifications, deletions and additions of stationary air emission units shall be made to the inventory within !INSERT NUMBER! days of the completion of the modification, deletion or addition taking place.
  - (b) <u>Sampling and Analysis</u>. The Contractor shall sample, test and analyze the air emissions of each stationary air emission unit at startup and then at least annually in accordance with the annual work schedule and the Government-approved Operation Procedures Plan (Paragraph C.33.n). Results shall be documented electronically within !INSERT NUMBER! days of each inspection such that they can be quickly and easily reviewed by the COTR.
  - (c) Out of Compliance. If a stationary air emission unit is found to be out of compliance with emission requirements, the Contractor shall notify the COTR within !INSERT NUMBER! working hours of the inspection The COTR will take appropriate action necessary to bring the stationary air emission unit into compliance.
  - (d) <u>Reporting.</u> The Contractor shall prepare for Environmental Office submission all air emissions reports required by applicable laws, regulations and permit conditions.
- (3) <u>Chlorofluorocarbon (CFC) and Halon Compounds</u>. NASA is committed to phasing out the use of CFCs and halons responsible for depleting the stratospheric ozone.
  - (a) <u>Monitoring</u>. The Contractor shall as part of the firm, fixed-price monitor the consumption of any and all CFCs and halons still in use at !INSERT NAME OF

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CENTER/INSTALLATION! The Contractor shall monitor CFC and halon systems for discharges and leaks. The Contractor shall ensure that protective measures such as vapor recovery and reclamation are in place to prevent any accidental discharge and that all work, including usage and handling, on equipment containing CFCs and halons is in accordance with the latest Federal, State, and local standards and regulations. Attachment J-C52-33 identifies those specific and critical activities at !INSERT NAME OF CENTER/INSTALLATION! where use of those compounds is still authorized by special exemption or waiver.

- (b) Reporting. The Contractor shall, as part of the firm, fixed-price prepare reports required by the EPA pertaining to CFCs and halons. The Contractor shall collect monthly data from the users of these compounds addressing the date, location, all equipment identified including capacity and recovery equipment used, quantities (in pounds) of CFC or halon used, estimated loss, amount recovered, and the identification of the person(s) performing the work. The Contractor shall submit to the COTR not later than the !INSERT DATE! day of each month a written report, complete and in a format approved by the COTR, summarizing the required data above.
- (4) <u>Instrumentation.</u> The Contractor shall use the Government-provided monitoring instrumentation identified in Attachment J-C3 as applicable to measure a variety of facility air emissions and pollutants such as ozone, sulfur dioxide, nitrogen oxides, carbon monoxide, lead, respirable particulate matter and air toxics. The measurements shall be in accordance with Federal air monitoring requirements to obtain fast and accurate readings of potential discharge problems. The Contractor shall maintain an electronic database recording the !DAILY/WEEKLY! readings of the monitored emissions within !INSERT NUMBER! hours of taking the readings such that they may be reviewed by the COTR at any time. Alarm set points shall conform to those listed in the Government-approved Operation Procedure Plan, determined at levels that will minimize false alarms while allowing adequate response for true failures. The Contractor shall notify the COTR when the monitored emission levels reach the Alert levels identified in the Government-approved Operation Procedures Plan (Paragraph C.33.n.).
- cc. <u>Facility Inspections</u>. The Contractor shall as part of the firm, fixed-price work provide labor, supervision, tools, materials, equipment and transportation necessary to provide facility inspections for leaking storage tanks, PCB-leaking equipment and proper MSDS management at !INSERT NAME OF CENTER/INSTALLATION! to ensure compliance with all Federal, state and local environmental laws and regulations.
  - (1) <u>Storage Tanks</u>. The Contractor shall inspect the following components, or items of equipment or facilities listed in Attachment J-C53-33 during !INSERT PERIODICITY! tank inspections, as applicable: high level alarms, leak detection systems, containment structure condition, surrounding soil condition, pumps, tanks, level indicators, valves, coatings, evidence of leaks and spills, emergency equipment and systems and security (locks, access and fences). These inspections shall be completed no later than !INSERT DAY OR DATE RELATIVE TO PERIODICITY! and the inspection results

electronically documented no later than !INSERT NUMBER! days following each inspection such that they can be reviewed by the COTR at any time.

- (a) <u>Above Ground</u>. If discrepancies are found, the Contractor shall report it for servicing, take samples of and test unknown contents, and perform minor spill clean-up in accordance with the Government-approved operation Procedures Plan (Paragraph C.33.n), Paragraph C.33.w., *Spill Response*, and Federal, state and local regulations. Any leak discovered by the Contractor shall be repaired and cleaned up, or the electrical device replaced, within !INSERT NUMBER! working days from the time the leak is discovered.
- (b) <u>Leaking Underground Storage Tanks (LUST)</u>. If discrepancies are found, the Contractor shall notify the COTR immediately for further investigation, validation and a determination of the remedial action to be taken. The COTR shall be notified immediately if the Contractor determines that groundwater contamination is a possibility. Where the tank contained a hazardous waste, remediation shall take place in accordance with 40 CFR 264, 40 CFR 265 and applicable state requirements.
- (2) Polychlorinated Biphenyls (PBCs). Electrical equipment, such as transformers, capacitors and other items, may contain PCBs. The Contractor is responsible for PCB monitoring, reporting, inventory and spill clean up. The Contractor as part of the firm, fixed-price work (except as otherwise specifically indicated) shall perform facility inspections at !INSERT NAME OF CENTER/INSTALLATION! !INSERT PERIODICITY!. Each facility listed in Attachment J-C54-33 shall be inspected for PCB contamination and inventoried at least !INSERT PERIODICITY!, but at no shorter interval than !INSERT NUMBER! months between inspections. During the inspection the Contractor shall follow the Government-approved procedures in the Operation Procedures Plan (Paragraph C.33.n.) and ensure that:
  - (a) No new PCB or PCB-contaminated equipment is brought onto !INSERT NAME OF CENTER/INSTALLATION! by any person without the prior approval of !INSERT AUTHORIZING OFFICIAL!
  - (b) All existing PCB electrical equipment in inventory (See Attachment J-C54-33) is properly maintained and carefully inspected. If discrepancies are found, the Contractor shall report it for servicing, take samples of and test unknown fluids in the item, and perform minor spill clean-up in accordance with the Government-approved operation Procedures Plan (Paragraph C.33.n), Paragraph C.33.w., *Spill Response*, and Federal, state and local regulations. Any leak discovered by the Contractor shall be repaired and cleaned up, or the electrical device replaced, within !INSERT NUMBER! working days from the time the leak is discovered.
  - (c) All electrical devices containing less than five parts per million (ppm) PCB are labeled NON-PCB; between five and 500 ppm PCB are labeled as PCB-Contaminated; and 500 ppm or more PCB are properly labeled as a PCB hazard in

- accordance with 40 CFR 761.45. All PCB labels shall be applied to the fluid-filled equipment casing and not attached to the switch panels.
- (d) PCB waste shall not be stored for a period in excess of !INSERT NUMBER! days and that provisions made for its proper removal to an off-site permitted facility. PCB storage areas shall be properly labeled. Storage shall be in accordance with EPA regulations 40 CFR 761.65 and the PCB item or container housing in storage shall be annotated with at least the date of removal from service, its weight, and PCB ppm content. See also Paragraph C.33.u. *Hazardous Waste Management*.
- (e) Remedial action shall be validated within !INSERT NUMBER! days following the discovery of the initial discrepancy by re-inspecting the site.
- (f) All inspections and inspection discrepancies shall be documented electronically within !INSERT NUMBER! days of each inspection and re-inspection such that the information can be quickly and easily accessed by the COTR. The Contractor shall maintain a maintenance history for each PCB equipment unit. All records shall be turned over to the COTR upon completion or termination of the contract. (See Attachment J-C6-33 for the format and minimal information required of each inspection report.)
- (g) Inspection data shall be used to maintain the PCB inventory up-to-date, that is within !INSERT NUMBER! days of accuracy following each inspection. The Contractor shall ensure that as a minimum the PCB inventory includes (1) the dates that PCB equipment was removed from service, placed into storage for disposal, and placed into transport for disposal; (2) out-of-service quantities of PCB equipment, their location, storage site and disposal site; and (3) the current in-service inventory quantities. This inventory shall be in electronic format, such that it can easily and quickly be retrieved by the COTR, and is included as part of the firm, fixed-price work in accordance with COSS Subsection C.12., *General Requirements and Procedures for Recurring Work*.
- (3) Material Safety Data Sheets (MSDS). The Contractor shall monitor the integrity of the MSDS program at !INSERT NAME OF CENTER/INSTALLATION! as part of the firm, fixed-price work in accordance with COSS Subsection C.12., General Requirements and Procedures for Recurring Work and in compliance with 29 CFR 1910.20. The Contractor shall perform facility inspections at least !INSERT FREQUENCY! in accordance with the procedures and schedule in the Government-approved Operation Procedures Plan (Paragraph C.33.n). See also Paragraph C.33.v., Hazardous Material Management. During the facility inspection the Contractor shall validate that copies of MSDSs for each material used in the workspace is available, filed in an organized manner, plainly visible and available to all employees at any time, during all work shifts. The Contractor shall verify that the MSDSs on file reflect the correct information on that specific material, that they are up-to-date (i.e., reflect any new hazards) and that they are complete and accurate. The MSDSs shall not be removed from their designated workspaces for any reason.

#### SECTION J: LIST OF ATTACHMENTS FOR SUBSECTION C.33

NOTE TO SPECIFICATION WRITER: The numbering system used below is an extension of the system used in Section J, *List of Attachments* (March 1997, NASA GPWS For COSS). The attachments listed below should be combined with or added to the appropriate attachments from the March 1997, NASA GPWS For COSS Attachment J to form a complete document. Examples of attachments to include in the completed document are Attachment J-1, *Department of Labor Wage Determination*, J-C1, *Inventory of Buildings, Structures, Equipment, and/or Systems*, J-C2, *Government Furnished Facilities*, J-C3, *Government Furnished Equipment*, J-C4, *Government Furnished Material*, J-C5, *Contractor Furnished Material*, etc.. The user should add, modify or delete attachments as required to support the contract being prepared and include those Attachments marked "\*", as required.

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NASA and Center/Installation Directives and Regulations Environmental Protection J-H2\*

J-H5\*

# **ATTACHMENT J-C6-33**

# LIST OF REQUIRED RECORDS AND REPORTS

!********	******	************	******	*****
NOTE TO SPECIFICATE Center/Installation will recontract covered in Subsembler for its operation, remanner those that are required for records or reports.	quire the Contractor to ction C33. Include on nembering each require uired by law, regulation	o provide for the gener ly those items that the ement will add cost to n or NASA policy. A	al management Center/Installat the contract. Inc lso attach any sa	of the ion must licate in some imple formats
l. <u>Records</u> .				
SPECIFICATION REFERENCE	REPORT TITLE	WHEN SUBMITTED	SUBMITTED TO	SAMPLE ATTACHED
2. <u>Reports</u> .  SPECIFICATION REFERENCE	REPORT TITLE	WHEN SUBMITTED	SUBMITTED TO	SAMPLE ATTACHED

#### **ATTACHMENT J-C8-33A**

# HAZARDOUS WASTE HISTORICAL DATA

<sup>1</sup> ************************************
NOTE TO SPECIFICATION WRITER: Include hazardous waste generation historical data
covering more than one year if available and representative of contract requirements. Describe
type, quantities, frequencies, generator, location, and other characteristics and circumstances
regarding hazardous waste and hazardous material turn-in that would be helpful to offerors in
determining the work to be done. Include medical and non-medical waste in this and other
attachments as applicable.
**********************************

This hazardous waste information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends.

•	GENE	RATOR	Type Cont		ste iners	Quantities Collected		1	
Org.	Date	Pick-up	Waste	Quantity	Size		ERT YR.		
code		Location			Gals	Lbs.	Gals	Lbs.	
			ТОТАТ	LS COLL	ECTED				

#### **ATTACHMENT J-C8-33B**

#### TRAINING HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Include past training historical data that may be
indicative of training that may be required in the Contract. The data should cover more than one
year, if available, and be representative of contract requirements.
**************************************

This training information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude.

#### **DATE OF TRAINING**

	GENER	GENERATOR HANDLING & HAZ. WASTE &		GENERATOR   HANDLING &   HAZ. WAST		FOR HANDLING &		ASTE &	ASBESTO	S & LEAD
MO.	ACTIV	√ITY*	INVENTORY* EMERG. RESPONSE* AWARENES		EMERG. RESPONSE*		ENESS*			
	FY 9X	FY 9Y	FY 9X	FY 9Y	FY 9X	FY 9Y	FY 9X	FY 9Y		
JAN										
FEB										
MAR										
APR										
MAY										
JUN										
JUL										
AUG										
SEP										
OCT										
NOV										
DEC										

# \* Training Class

Hazardous and Controlled Waste Generator Activity Training Hazardous Material Handling and Inventory Training Hazardous Waste and Emergency Response Training Asbestos and Lead Awareness Training

#### **ATTACHMENT J-C8-33C**

# HAZARDOUS WASTE SAMPLING AND TESTING HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Describe type, quantities, frequencies, and other
characteristics and circumstances regarding hazardous waste sampling and testing that would be
helpful to offerors in estimating the work to be done. Include hazardous waste sampling and
testing historical data covering more than one year, if available and representative of contract
requirements.
*****************************

This hazardous waste sampling and testing information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends in the workload.

Sample Date	Location Sample Taken	Sample Size	Type of Test	Test Results - Comments

#### **ATTACHMENT J-C8-33D**

# HAZARDOUS WASTE RECLAMATION HISTORICAL DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Include reclamation historical data covering more than
one year, if available and representative of contract requirements. Describe type, quantities,
frequencies, and other characteristics and circumstances regarding hazardous waste reclamation
that would be helpful to offerors in understanding the past reclamation activity.
****************************

This reclamation information is provided as historical data for information purposes only and is included to indicate the approximate order of magnitude involved in the !INSERT NAME OF CENTER/INSTALLATION! reclamation program

Date	Frequency	Type Waste Reclaimed	Quantity	Location
_				

Comments:

#### **ATTACHMENT J-C8-33E**

#### HAZARDOUS WASTE DOCUMENTATION HISTORICAL DATA

of hazardo than one y	ous waste document rear, if available and	WRITER: Provide estimated or actual number is processed. Include hazardous waste document representative of contract requirements.	tation data for more
		entation historical data is provided for information or oximate order of magnitude.	on purposes only and
DATE		DOCUMENT	
199X	Form Number	Description	Number Processed
199Y			

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#### **ATTACHMENT J-C8-33F**

#### LIST OF HAZARDOUS MATERIALS MANAGED

NOTE TO SPECIFICATION: Include a list of hazardous materials at the Center/Installation that the Contractor will be expected to manage during the term of the contract. Describe type, sizes, quantities, locations, usage, MSDS location, and other characteristics and circumstances regarding the hazardous materials inventory history that would be helpful to offerors when estimating this requirement. Describe the computer database or other method used to inventory and manage the materials and the MSDS program.

This list of hazardous materials is not intended to be a complete list, but is provided for information purposes only. It is included to indicate the types, sizes, quantities, locations, usage, MSDS location, and other characteristics and circumstances regarding the hazardous materials the Contractor may be managing during the term of the contract.

#### **ATTACHMENT J-C8-33G**

#### HISTORICAL SPILL/RELEASE RESPONSE DATA

!*************************************
NOTE TO SPECIFICATION WRITER: Describe the type, sizes, quantities, location and other
characteristics and circumstances about hazardous material spills and releases that would be helpful
to offerors when estimating this requirement. Include spill response historical data covering more
than one year, if available and representative of contract requirements.
***************************************

This spill response and release historical data is provided for information purposes only and is included to indicate the approximate order of magnitude and seasonal trends of this service.

CAL	LED	COMPLETED		SPILL OR RELEASE			
					DESCRIPTIO	N	LABOR
DATE	TIME	DATE	TIME	LOCATION	TYPE	SIZE/ QUANTITY	HOURS

#### **ATTACHMENT J-C8-33H**

# ASBESTOS AND LEAD CONTAINING MATERIAL ABATEMENT WORK HISTORICAL DATA

projects with a brid in the Technical R	ef description of the w eference Library.	ilable and representative of contract requirements. List the ork or reference project documents that should be available
		nt historical data is provided for information purposes only ate order of magnitude and seasonal trends.
DATE	LOCATION	DESCRIPTION OF WORK
	•	

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#### **ATTACHMENT J-C45-33**

## HAZMAT STORAGE, ACCUMULATION AND DISPOSAL SITES

!*************************************
NOTE TO SPECIFICATION WRITER: Include a list of all facilities and sites where hazardous
materials are stored and hazardous waste is accumulated and disposed of.
***************************************

This listing of current hazardous materials storage sites (including temporary sites), hazardous waste accumulation sites and disposal sites is provided for the Contractor's information and use.

HAZARDOU	JS MATERIAL STORAGE
Type of Materials	Location Building & Room Number or Site
HAZARDOUS WA	ASTE ACCUMULATION SITES
True of Works	Location
Type of Waste	Building & Room Number or Site
11.7.550	NAVA GITTE DAGDOG A L. GATTEG
HAZARDOUS	S WASTE DISPOSAL SITES
Type of Materials	Location
	Building & Room Number or Site

#### **ATTACHMENT J-C46-33**

# SPILL RESPONSE EQUIPMENT AND SUPPLIES

!*************************************
NOTE TO SPECIFICATION WRITER: Include a list of equipment and supplies maintained at the
Center/Installation for use in spill response and cleanup operations.
***************************************

This is a list of equipment and supplies/materials at !INSERT NAME OF CENTER OR INSTALLATION! maintained for use in emergency response to contain and cleanup spills.

MERGENCY SPILL RESPONSE EQUIPMENT, MATERIALS AND SUPPLIES		
Description	Location	Custodian
	<del>_</del>	

Comments:

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## **ATTACHMENT J-C47-33**

# NPDES PERMIT SAMPLING REQUIREMENTS

!**	*************	*******	********
the req	OTE TO SPECIFICATION WRITER: Include sampling frequency in order to have laborator uirements.	y analysis performed to	meet NPDES permit
NP	low is listed of sites where representative samp DES permit requirements. The location, date own.		5 5
	NPDES PERMIT SAMPLING LO	OCATION AND FREQ	QUENCIES
	Site Location	Date of Last Sample	Frequency
		+	

Comments:

388 J-C47-33 July, 1999

#### **ATTACHMENT J-C48-33**

#### HAZARDOUS WASTE CONTAINERS AND LOCATIONS

!*************************************
NOTE TO SPECIFICATION WRITER: Include a list of all hazardous waste containers to be
issued to waste generators and/or monitored or maintained by the Contractor, including their
location, quantity, size, description and last date of issue.
**************************************

Below is a list of all hazardous waste containers to be issued to waste generators and/or monitored or maintained by the Contractor, including their location, quantity, size, description and last date of issue.

	HAZARDO	US WAS	STE CONTAINERS	
Location	Quantity	Size	Description	Issue Date
_				
_				

# **ATTACHMENT J-C49-33**

#### **GROUND WATER MONITORING WELLS**

**************************************					
Below is a list of the ground water monitoring wells located at !INSERT CENTER/ NSTALLATION NAME! for which the Contractor is responsible for monitoring.					
GROUND WA	TER MONITORING WELLS				
LOCATION	DESCRIPTION				

## **ATTACHMENT J-C50-33**

#### ASBESTOS AND LEAD-BASED PAINT LOCATIONS

!********	************	******	********
locations (including suspect of suspect site, area involved)	ON WRITER: Include a list of all asbestos act sites) at the Center/Installation including the ded, current condition, etc.	he description	such as actual
CENTER/INSTALLATIO	and lead-based paint locations including susp N NAME!. The list includes the !INSERT of current descriptive data for each location.		
	ASBESTOS AND LEAD-BASED PAINT		
Location	Descriptive Data	Sign or Label Installed	Date of Last Inspection

Comments:

July, 1999 J-C50-33 391

## **ATTACHMENT J-C51-33**

#### STATIONARY AIR EMISSION UNITS

a list of stationary air emission units	at !INSERT CENTER/INSTALLATION N
STATIONARY A	AIR EMISSION UNITS
Location	Description

## **ATTACHMENT J-C52-33**

# CHLOROFLUOROCARBON (CFC) AND HALON

**************************************	

Comments:

July, 1999 J-C52-33 393

# **ATTACHMENT J-C53-33**

# STORAGE TANKS

to be inspected by the C	_Ontractor. **************************	*******
	A ANAGER OF STREET OF MARKET	
s a list of storage tanks ption.	at the !INSERT CENTER OF INSTAL	LATION NAME! inc
ption.		
	GTOD A CIT TANKS	
T (*	STORAGE TANKS	
Location	Description	Contents

Comments:

#### **ATTACHMENT J-C54-33**

# POLYCHLORINATED BIPHENYLS (PBCS)

NOTE TO SPECIFICATION WRITER: Include a list of all electrical equipment, such as

Center/Installation	pacitors and other items, which on for which the Contractor sha	ll be responsible.		******
Below is a list of OF INSTALLA	f electrical equipment which is l ΓΙΟΝ NAME!.	known to contain PCBs at th	e !INSERT	CENTER
	POLYCHLORINATI	ED BIPHENYLS (PBCS)		
Item	Description	Location	PCB Quantity	Date of Last Inspection

Comments:

July, 1999 J-C54-33 395

#### **ATTACHMENT J - E1-33**

## PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The Contract Requirements listed in the attached PRS (Column (2)) are considered the most critical for satisfactory contract performance. The Performance Requirements associated with each Contract Requirement are as shown in the PRS and include:

- A. <u>Work Requirements</u>. A series of subtasks, associated with each particular Contract Requirement that are considered most critical to satisfactory contract performance, are listed in column (3) of the PRS. Note that unsatisfactory performance of work requirements in Column (3) marked with an "\*" will result in an unsatisfactory rating for the entire contract requirement.
- B. Weight. The value of each Work Requirement in column (3) is specified as a percentage in column (4) of the total Contract Requirement in column (2). The percentages are based on judgement, taking into account both the costs incurred by the Contractor in carrying out a particular Work Requirement and the detriment to the Government if the Work Requirement is not satisfied. The Weight compared with the accepted line item unit prices provided in Section E, *Schedule of Deductions*, will be the primary basis for deducting for partially-, unsatisfactorily- and non-performed work. The Government may withhold total payment of a contract requirement if the Government determines that the workmanship was unsatisfactory in terms of quality.
- C. <u>Standard of Performance</u>. The Standard of Performance for each Work Requirement is identified in column (5) of the PRS with a reference to the respective paragraph in Section C that specifies in detail the work to be performed.

conjunction with the Schedule of Deductions to calculate payment deductions for partially performed work. Example payment deduction calculations are shown in each of the sample quality assurance plans in the Quality Assurance Guide of this GPWS. The user should verify that the percentages shown are representative of the Center's/Installation's requirements and modify them as required.

		ATTACHMENT J-E1-	33					
	PERFORM	MANCE REQUIREMEN	TS SUN	MMARY				
CONTRACTOR PERFORMANCE REQUIREMENTS								
	QUIREMENTS		_					
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) (WORK REQUIREMENT (9)		(5) STANDARD OF PERFORMANCE				
C33A	Management	1. Hazardous Material	20	Paragraph C.33.k.				
		Control Board Support						
		2. Technical Reference	10	Paragraph C.33.1.				
		Library (TRL)						
		3. Monthly Work	35	Paragraph C.33.q.(4).				
		Schedule *						
		4. Records and Reports	35	Paragraph C.33.q.(5)				
C33B	Operation Procedures	1. Operation	100	Paragraph C.33.n.				
	Plan	Procedures Plan						
C33C	Hazardous Waste	1. Technical Assistance	20	Paragraph C.33.u.(1)(b).				
	Management	2. Sample Taking	10	Paragraph C.33.u.(1)(c).				
		3. Containers Handling	10	Paragraph C.33.u.(1)(e).				
		4. Turn-in of Hazardous	20	Paragraph C.33.u.(1)(f).				
		Materials and Waste						
		5. Inspection of Storage	15	Paragraph C.33.u.(1)(g).				
		Facilities and						
		Accumulation points						
		6. Medical Waste	25	Paragraph C.33.u.(2).				
		Management *						
C33D	Hazardous Material	1. Technical Assistance	15	Paragraph C.33.v.(2).				
	Management	2. Purchase of	25	Paragraph C.33.v.(3).				
		Hazardous Materials						
		3. Documentation *	40	Paragraph C.33.v.(6).				
		4. Packaging ID and	20	Paragraph C.33.v.(7) & (8).				
COOF	G '11 D	Storage Site Inspections	20	D 1 C 22 (2)				
C33E	Spill Response	1. Training	20	Paragraph C.33.w.(2)				
		2. On-Scene Operations	80	Paragraph C.33.w.				
C33F	Storm Water	1. National Pollutant	60	Paragraph C.33.x.(1)				
	Management	Discharge Elimination						
		System (NPDES)						
		Program *						
		2. Storm Water	40	Paragraph C.33.x.(2)				
		Inspection.						
C33G	Asbestos and Lead	1. Asbestos and Lead	25	Paragraph C.33.y.(3)				
	Management	Management Plan	105					
		2. Asbestos and lead	25	Paragraph C.33.y.(5)				
		awareness training	25	D 1 0 22 (6)				
		3. Occupant awareness	25	Paragraph C.33.y.(6)				
		4. Hazard Monitoring	25	Paragraph C.33.y.(8)				

(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE
С33Н	Universal Waste	1. Manage Re-cycling	100	Paragraph C.33.z.
		Program		
C33I	Sanitary Landfill	1. Operations	75	Paragraph C.33.aa.(2)
		2. Documentation	25	Paragraph C.33.aa.(3)
C33J	<b>Emission Monitoring</b>	1. Pro-active Measures	40	Paragraph C.33.bb.(1)
		2. Air Quality	30	Paragraph C.33.bb.(2)
		Management		
		3. CFC and Halon	30	Paragraph C.33.bb.(3)
		Reduction		
C33K	Facility Inspections	1. Storage Tanks	25	Paragraph C.33.cc.(1)
		2. Polychlorinated	25	Paragraph C.33.cc.(2)
		Biphenyls (PCBs)		
		3. Material Safety Data	50	Paragraph C.33.cc.(3)
		Sheets (MSDS) *		

<sup>\*</sup> Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

# END OF SECTION J

## QUALITY ASSURANCE PLAN # 33 ENVIRONMENTAL SUPPORT SERVICES

#### Surveillance Guide #1 - Hazardous Waste Management

1. Contract Requirement. Hazardous Waste Management

**NOTE** - This Guide QA Plan is based on the assumption that Environmental Support Services is part of a total Center Operations Support Services (COSS) contract. Therefore, certain Management tasks are best evaluated as part of the overall contract Management QA Plan associated with Subsection C.8., *Management*. These include common requirements for special licensing, certification and staffing requirements; Technical Library; Work Control, and Annual and Monthly Work Schedules. Certain management requirements, however, are considered specifically relevant and should be part of the Environmental Services Support QA Plan.

Work Requirements	Standards of Performance
a. Operations Procedures Plan	Content of the Operation Procedures Plan is in accordance with C.33.n.
	Updates to the Plan are provided quarterly in accordance with C.33.n
b. Technical Assistance	HCMB technical assistance is provided within >INSERT< hours of receiving the requirement and helps resolve the issue. (C.33.u.)
	Generating Activity training course is effective as evidenced by <insert>% of the class passing a final examination. (C.33.u)</insert>
	Pollution prevention assistance is successful in identifying alternative disposal methods. (C.33.u.)
c. Sample Taking	Test results are completed within <insert> hours of receiving the request and documentation is electronically filed within <insert> days. (C.33.u)</insert></insert>
d. Container Handling	Maintain complete and compliant documentation and paper trail of all hazardous and controlled waste containers. (C.33.u)

Collect and store used containers (>5gal) within <INSERT> hours of receipt and ensure containers are cleaned in accordance with EPA and DOT regulations. (C.33.u)

e. Turn-in of hazardous material and waste.

Oversight of the accumulation points program is in accordance with the Operation Procedures Plan and accumulation points conform to the specification requirements for segregation, packaging, color-coding and documentation. (C.33.u)

f. Inspection of Storage facilities and Accumulation points.

Inspections are conducted within <INSERT> days of scheduled date. (C.33.u)

Results are documented no later than <INSERT> days following inspection. (C.33.u)

g. Medical Waste Management

Packaging meets specification requirements per

C.33.u.

Collection is performed on schedule and disposal or transfer occurs within <INSERT> hours of collection. (C.33.u)

All medical waste handling actions are recorded within <INSERT> working days of their occurrence. (C.33.u)

2. <u>QA Evaluation decisions</u>. Table 1 below summarizes key evaluation decisions about each of the work requirements above. It is placed in tabular format for easy reference by the Quality Assurance Evaluator (QAE).

Table 1 - QA PLAN EVALUATION DECISIONS ENVIRONMENTAL SUPPORT SERVICES						
Contract Requirement	Work Requirement	Primary Method of Inspection	MADN (Example)	Monthly Quantity of Work	Initial Suggested Level of Inspection	
1. Hazardous Waste	a. Operations Procedures Plan	Planned Sampling	1	Plan or Update provided Quarterly	Normal	
Management	b. Technical Assistance	Planned Sampling	2	Number of specific assistance requests and training classes conducted during the month.	Normal	
	c. Sample Taking	Planned Sampling	2	Number of samples taken during the month.	Normal	
	d. Container Handling	Planned Sampling	4	Number of individual pick- up requests and notifications.	Normal	
	e. Turn-in of Hazardous Material and Waste	Planned Sampling	3	Number of individual waste shipments processed during the month	Normal	
	f. Inspection of Storage Facilities and Accumulation Points	Planned Sampling	3	Number of individual facilities and accumulation points scheduled for inspection during the month.	Normal	
	g. Medical Waste Management	Planned Sampling	2	Number of individual waste packages prepared for shipment, storage or disposal.	Normal	

3. <u>Sample Size</u>. Unless otherwise suggested in the sampling procedure, the following sample sizes are established for each level of surveillance.

Reduced - 5% of the population. Normal - 10% of the population. Increased - 20% of the population.

#### 4. <u>Sampling Procedures</u>.

a. <u>Operations Procedures Plan</u>. Consult with the Contracting Officer to be assured the Plan was submitted on time and is acceptable.

- b. <u>Technical Assistance</u>. Arbitrarily select the required % of assistance requests from the Contractor's database of completed requests. Selection should be done on a weekly basis so that the requestor can recall the quality of the results. Be sure to include a review of generating activity-training results if training was performed during the month.
- c. <u>Sample Taking</u>. For this requirement, the performance data should be available directly from the Contractor's database, since receipt and test completion times are entered into it.
- d. <u>Container Handling</u>. Using the Contractor's database, select the required number of pick-up requests on a weekly basis.
- e. <u>Turn-in of Hazardous Material and Waste</u>. Arbitrarily select the required number of shipments scheduled for processing during the coming week. Future shipments are required to directly witness the segregation, color-coding and packaging operations.
- f. <u>Inspection of Storage Facilities</u>. Choose the required number of individual inspections scheduled for the coming week.
- g. <u>Medical Waste Management</u>. Choose (from the Contractor database or work schedule) the required sample size of individual medical waste shipments scheduled for processing in the next week.
- 5. Evaluation Procedures. One evaluation worksheet is suggested for all work requirements to minimize paperwork. Separate evaluation worksheets may be used if increased inspection is desired for any of the work requirements. Individual elements selected for evaluation must have some identification number. Use of the attached Evaluation Worksheet is suggested to record performance results.
  - a. <u>Operations Procedures Plan</u>. The Quality Assurance Evaluator (QAE) should contact the Contracting Officer for feedback comments.
  - b. <u>Technical Assistance</u>. Assistance requests should be treated like service calls, in that, customer feedback to the QAE could be used to record dissatisfaction with the technical assistance provided. Additionally, based on the sample chosen, the QAE can personally contact the requestor for feedback comments over the phone.
  - c. <u>Sample Taking</u>. Use the Contractor database to determine the number of samples and tests not meeting the test completion and data entry time requirements.
  - d. <u>Container Handling</u>. Track the audit trail of the requests selected to ensure the paper trail and required documentation exist. Verify containers have been cleaned as required.
  - e. <u>Turn-in of Hazardous Waste and Material</u>. Track the shipments selected for evaluation and visit the processing site to directly witness the segregation, packaging, color coding, etc for each shipment.
  - f. <u>Inspection of Storage Facilities</u>. The QAE could choose to gather performance data directly from the Contractor database as to performing the inspection on schedule and

- completing the inspection report on time. In addition, the QAE should go along on some inspections to at least gauge the technical quality of the inspection.
- g. <u>Medical Waste Management</u>. Go to the processing site and personally witness the shipments being prepared.

In all cases above, except the Operations Procedures Plan, the QAE should screen the items evaluated against the performance standards and record a Satisfactory or Unsatisfactory finding on the worksheet. Also record any instances where re-work was justified and required.

- 6. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form.
  - a. **If the number of defects for a work requirement is equal to or less than the MADR**, the Contractor's overall performance is satisfactory.
  - b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
  - c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a Contract Deficiency Report (CDR) be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for *each* work requirement.

	QAE PERFOI	RMANCE REQUIREN	MENTS	S SUMMARY - HAZARDOUS WASTE MANAGEMENT	
	CONTRACTOR REQU	JIREMENTS		PERFORMANCE REQUIREMENTS	
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	REFERENCE PARAGRAPH
C33A	Management NOTE: These requirements should	Hazardous     Material Control     Board Assistance	20	Contractor provides technical assistance and support as necessary to the Hazardous Material Control Board IAW C.33.k.	C.33.k.
	be included in QA Plan #1,  Management.	2. Technical Reference Library (TRL)	10	The Contractor shall continuously maintain and update the TRL data throughout the entire contract period.	C.33.1.
		3. Monthly Work Schedule *	35	The Contractor's monthly work schedule, submitted to the Contracting Officer <insert> work days prior to the first day of the month being scheduled, shall indicate the specific hours of the day that each work center will be manned, including the number of personnel per work center and other known requirements.</insert>	C.33.q.(4).
		4. Records and Reports	35	The Contractor shall maintain an electronic database of all records and prepare reports as set forth in Attachment J-C6-33.	C.33.q.(5)
C33B	Operation Procedures Plan	1. Operation Procedures Plan	100	Draft Plan provided on schedule - <insert> days before contract start. Quarterly updates provided. All required work procedures are covered in the plan.</insert>	C.33.n.
C33C	Hazardous Waste Management	1. Technical Assistance	20	HCMB assistance is provided within <insert>hrs of requirement and helps resolve issue.</insert>	C.33.u.(1)(b) <u>1</u>
				Generating Activity training course is effective as evidenced by <insert>% of class passing final examination.</insert>	C.33.u.(1)(b) <u>2</u>

(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	REFERENCE PARAGRAPH
C33C (Cont'd)	Hazardous Waste Management			Pollution prevention assistance is successful in identifying alternative disposal methods.	C.33.u.(1)(b) <u>3</u>
	(Cont'd)	2. Sample Taking	10	Test results are completed within <insert> hours of request and documentation electronically filed within <insert>days.</insert></insert>	C.33.u.(1)(c)
		3. Container Handling	10	Maintain complete and compliant documentation and paper trail of all hazardous and controlled waste containers.	C.33.u.(1)(e)
				Collect and store used containers (>5gal) within <insert> hours of receipt and ensure containers are cleaned IAW EPA and DOT regulations.</insert>	
		4. Turn-in of hazardous material and waste.	20	Management of accumulation points program is IAW Operation Procedures Plan and conforms to specification requirements for segregation, packaging, color coding and documentation	C.33.u.(1)(f)
		5. Inspection of Storage Facilities and Accumulation points.	15	Inspections conducted within <insert> days of schedule date.  Results documented no later than <insert> days</insert></insert>	C.33.u.(1)(g)
				following inspection.	
		6. Medical Waste Management	25	Packaging meets specification requirements.	C.33.u.(2)
				Collection is performed on schedule and disposal or transfer occurs within <insert> hours of collection.</insert>	
				All medical waste handling actions are recorded within <insert> working days of their occurrence.</insert>	

#### EVALUATION WORKSHEET - HAZARDOUS WASTE MANAGEMENT

Month			

Data	Item	Operation Procedures	Tecl	nnical Assi	stance	Sample Taking	Cont Hand	ainer dling	Turn-in	Inspect Facil	tion of lities		edical W Ianagem		Overall
Date	Evaluated	Plan	HCMB	Training	Pollution	Time	Docu	Store	Proced	Sched	Docu	Pkng	Sched	Record	Grade
		S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U	S/U
TOTAL	UNSAT														
	MADN														

COMMENTS:

# SAMPLE PAYMENT ANALYSIS FORM - HAZARDOUS WASTE MANAGEMENT

Month\_\_\_\_\_

Work Requirement	Price per Month	Number of Units/ Month	Price per Unit	Number of Unsat. Findings	Price of Unsat. Work	Liquidated Damages (10%)	Deduction- Unsat. Plus Damages
	A	В	С	D	Е	F	(E+F)
a. Operations Procedures Plan							, ,
b. Technical Assistance							
c. Sample Taking							
d. Container Handling							
e. Turn-in of Material							
f. Inspection							
g. Medical Waste							
	h. Total Deduction i. Total Payment						

Notes:

July, 1999 QA-33 407

# QUALITY ASSURANCE PLAN # 33 ENVIRONMENTAL SUPPORT SERVICES

## **Surveillance Guide #2 - Hazardous Material Management**

1. Contract Requirement. Hazardous Material Management

Work Requirements	Standards of Performance
a. Technical Assistance	HCMB assistance is provided within <insert> hours of requirement and helps resolve requirement. (C.33.v)</insert>
	Material Handling training course is effective as evidenced by <insert> % of class passing final examination. (C.33.v)</insert>
b. Materials Purchase and Receipt	Receipt and inspection procedures are in accordance with specification requirements (C.33.v)
c. Documentation.	Maintain chemical inventory database <insert> % accurate at all times. (C.33.v)</insert>
d. Hazardous Material Packaging Identification and Site Inspection	All hazardous material containers are appropriate for materials they hold and containers are labeled in accordance with EPA and DOT statutes. (C.33.v)
	Site inspections are conducted on schedule.(C.33.v)

2. <u>QA Evaluation decisions</u>. Table 2 below summarizes key evaluation decisions about each of the work requirements above. It is placed in tabular format for easy reference by the Quality Assurance Evaluator (QAE).

	Table 2 - QA PLAN EVALUATION DECISIONS ENVIRONMENTAL SUPPORT SERVICES										
Contract Requirement	Work Requirement	Primary Method of Inspection	MADN (Example)	Monthly Quantity of Work	Initial Suggested Level of Inspection						
Hazardous     Material     Management	a. Technical Assistance	Planned Sampling	3	Number of specific assistance requests and training classes conducted during the month.	Normal						
	b. Materials Purchase and Receipt	Planned Sampling	2	Number of individual hazardous material shipping orders or receipt packages for the month as recorded in the hazardous material database.	Normal						
	c. Documentation	Planned Sampling	3	Number of individual handling transactions that occurred during the month. These include receipts, shipping and use of hazardous material.	Normal						
	d. HAZMAT Packaging Identification and Site Inspection	Planned Sampling	1	Number of packaging actions that occurred during the month.	Normal						

3. <u>Sample Size</u>. Unless otherwise suggested in the sampling procedure, the following sample sizes are established for each level of surveillance.

Reduced - 5% of the population. Normal - 10% of the population. Increased - 20% of the population.

#### 4. <u>Sampling Procedures</u>.

- a. <u>Technical Assistance</u>. Arbitrarily select the required % of assistance requests from the Contractor's database of completed requests. Selection should be done on a weekly basis so that the requestor can recall the quality of the results. Be sure to include a review of generating activity-training results if training was performed during the month.
- b. <u>Materials Purchase and Receipt</u>. Sampling will require on-site evaluation of receipt and inspection procedures used. The QAE will need to get a sense of the magnitude of receipts

and purchases from the hazardous material database and estimate how many actions occur weekly and daily. The QAE must then schedule times during the week to observe the purchase and receipt in progress.

- c. <u>Documentation</u>. Since the purpose of this work is to enter transactions into the database, it is of no value to use the database to select items for evaluation. Instead, the QAE should, at the same time he or she is checking the receipt and shipping actions, check the database after <INSERT> hours to ensure those transactions were recorded into the database. The sample is the same as used for materials purchase and receipt.
- d. <u>Hazardous Material Packaging</u>, <u>Identification and Site Inspection</u>. As in the case of purchase and receipt, the QAE needs to witness the Contractor's procedures in action. Sampling can be based on the estimated amount of packaging actions that occur for the month.
- 5. Evaluation Procedures. One evaluation worksheet is suggested for all work requirements to minimize paperwork. Separate evaluation worksheets may be used if increased inspection is desired for any of the work requirements. Individual elements selected for evaluation must have some identification number. Use of the attached Evaluation Worksheet is suggested to record performance results.
  - a. <u>Technical Assistance</u>. Assistance requests should be treated like service calls, in that, customer feedback to the QAE could be used to record dissatisfaction with the technical assistance provided. Additionally, based on the sample chosen, the QAE can personally contact the requestor for feedback comments over the phone.
  - b. <u>Materials Purchase and Receipt</u>. The QAE needs to visit the Contractor's purchase and receipt operations site and arbitrarily choose the required number of packages being received, purchased or shipped and evaluate actions taken against the standards.
  - c. <u>Documentation</u>. Using the same items selected for evaluation for purchase and receipt procedures, check the Contractor's database to ensure that those transactions have been recorded.
  - d. <u>Hazardous Material Packaging and Identification</u>. Witness the packaging process against the required packaging procedures and record evaluation findings on the worksheet.

In all cases above, the QAE should screen the items evaluated against the performance standards and record a Satisfactory or Unsatisfactory finding on the worksheet. Also record any instances where re-work was justified and required.

- 6. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form.
  - a. **If the number of defects for a work requirement is equal to or less than the MADR**, the Contractor's overall performance is satisfactory.

- b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
- c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a Contract Deficiency Report (CDR) be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for *each* work requirement.

	QAE PERFORMANCE REQUIREMENTS SUMMARY - HAZARDOUS MATERIAL MANAGEMENT							
	CONTRACTOR REQUIREMENTS			PERFORMANCE REQUIREMENTS				
(1) ITEM NO.	ITEM CONTRACT WORK		(4) WT. (%)	(5) STANDARD OF PERFORMANCE	REFERENCE PARAGRAPH			
C33D	Hazardous Material Management	1. Technical Assistance	15	HCMB assistance is provided within <insert> hours of requirement and helps resolve requirement.  Material handling training course is effective as evidenced by <insert> % of class passing final examination.</insert></insert>	C.33.v.(2)			
		2. Materials Purchase and Receipt	25	Receipt and inspection procedures are IAW specification requirements.	C.33.v(3)			
		3. Documentation	40	Maintain chemical inventory database <insert> % accurate at all times</insert>	C.33.v.(6)			
		4. Hazardous Material Packaging, Identification and Site Inspection	20	All hazardous material containers are appropriate for materials they hold and containers are labeled IAW EPA and DOT statutes.	C.33.v.(7) and (8)			
				Storage Site inspections are conducted on schedule.				

# EVALUATION WORKSHEET - HAZARDOUS MATERIAL MANAGEMENT

Month					

		Technical	Assistance	Materials Purchase and Receipt	Documentation	Hazardous Mate Identification &		
Date	Item Evaluated	Tommour	Training	una recespe	Accuracy of	Appropriate	Site	0 11
		Timeliness	Course Effectiveness	Procedures	Inventory Database	Containers and Labeling	Inspections on Schedule	Overall Grade
		S/U	S/U	S/U	S/U	S/U	S/U	S/U
TOTAL	UNSAT							
COMM	MADN							

COMMENTS:

# SAMPLE PAYMENT ANALYSIS FORM - HAZARDOUS MATERIAL MANAGEMENT

Month\_\_\_\_

	Price per	Number	Price	Number of	Price of	Liquidated	Deduction-		
Work	Month	of Units/	per	Unsat.	Unsat.	Damages	Unsat. Plus		
Requirement		Month	Unit	Findings	Work	(10%)	Damages		
	A	В	C	D	E	F	(E+F)		
a. Technical									
Assistance									
b. Materials									
Purchase and									
Receipt									
c.									
Documentation									
d. Hazardous									
Material									
Packaging									
	h. Total Deduction								
	i. Total Payment								

#### QUALITY ASSURANCE PLAN # 33 ENVIRONMENTAL SUPPORT SERVICES

Surveillance Guide # 3 - Other Hazardous Waste Management Services. This QA surveillance guide combines a number of remaining hazardous waste services in order to reduce repetitive wording and not overwhelm the QAE with 8 separate QA surveillance guides for the Environmental Support Services function. It contains the same critical material as needed for individual plans but consolidates many elements. What are critical are that (1) the standards for each of the following functions are clearly understood, and (2) that a practical and effective evaluation worksheet is provided for the QAE. In this Surveillance Guide a separate evaluation worksheet is provided for the major work elements as a stand-alone document, and the QAE may devote as much effort as necessary to any of the sub functions as the situation requires.

- 1. <u>Contract Requirement</u>. Contract requirements are included in the Performance Requirements Summary Below.
- 2. <u>QA Evaluation decisions</u>. Table 3 below summarizes key evaluation decisions about each work requirement. It is placed in tabular format for easy reference by the Quality Assurance Evaluator (QAE).

	Table 3 - QA PLAN EVALUATION DECISIONS ENVIRONMENTAL SUPPORT SERVICES								
Contract Requirement									
1. Spill	a. Training	100%	3%	The number of spill	100%				
Response	b. On-Scene Operations	Evaluation		responses required during the month					
2. Storm	a. NPDES	100%	3%	Number of NPDES Permits	100%				
Water	Program	Evaluation		and Notices of Intent held					
Management	b. Storm	Planned	3%	Number of scheduled	Normal				
	Water	Sampling		inspections for the month.					
	Inspection.	_							

Contract Requirement	Work Requirement	Primary Method of Inspection	MADR (Example)	Monthly Quantity of Work	Initial Suggested Level of Inspection
3. Asbestos and Lead Management	a. Asbestos and Lead Management Plan	100%	NA	This is a Pass/Fail requirement	100%
	b. Asbestos and Lead Awareness Training	100%	NA	This is a Pass/Fail requirement	100%
	c. Occupant awareness	Planned Sampling	5%	Total number of areas requiring signage	Normal
	d. Hazard Monitoring	100%	NA	Total number of ALCM inspections and monthly Asbestos and Lead report	100%
4. Universal Waste	a. Manage Recycling Program	Planned Sampling	3%	Number of collection point pick-ups scheduled for the month.	Normal
5. Sanitary Landfill	a. Operations	Planned Sampling	5%	Number of inspections scheduled during the month	Normal
	b. Documentation	Planned Sampling	5%	Number of records and permits prepared and/or updated during the month	Normal
6. Emission Monitoring	a. Pro-active Measures	100%	0%	Number of accidental emissions during the month.	100%
	b. Air Quality Management	Planned Sampling	3%	Number of air emission units scheduled for test and sampling	Normal
	c. CFC and Halon Reduction	100%	3%	Number of Reports due during the month	100%
7. Facility Inspections	a. Storage Tanks	Planned Sampling	2%	Number of Storage Tank inspections scheduled during the month	Normal
	b. PCBs	Planned Sampling	2%	Number of PCB equipment inspections scheduled during the month	Normal
	c. MSDSs	Planned Sampling	5%	Number of MSDS inspections scheduled during the month	Normal

3. <u>Sample Size</u>. Unless otherwise suggested in the sampling procedure, the following sample sizes are established for each level of surveillance.

Reduced - 5% of the population. Normal - 10% of the population. Increased - 20% of the population.

- 4. <u>Sampling Procedures</u>. Using the Table 3 guide, the QAE needs to arbitrarily select the required sample size from the monthly quantity, where planned sampling is the method of inspection.
- 5. <u>Evaluation Procedures</u>. A separate evaluation worksheet (attached) is suggested for most of the work requirements.

In all cases above, the QAE should screen the items evaluated against the performance standards and record a Satisfactory or Unsatisfactory finding on the worksheet. Also record any instances where re-work was justified and required.

- 6. <u>Analysis of Results</u>. At the end of the month summarize the results of the month's inspections and calculate the total unsatisfactory findings for each of the major work requirements. Recommended payment deductions will be calculated for each contract requirement on the Monthly Payment Analysis Form.
  - a. If the number of defects for a work requirement is equal to or less than the MADR, the Contractor's overall performance is Satisfactory.
  - b. **If the number of defects is less than one-half of the MADR**, the QAE should recommend to the COTR that the Contractor be commended for the Contractor's excellent performance and encouraged to keep up the good work. Consider whether or not reduced surveillance should be used for the coming evaluation period.
  - c. If the number of defects for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is Unsatisfactory and the COTR should meet with the Contractor to discuss the remedial actions being taken to improve. If performance does not improve, the COTR should recommend to the Contracting Officer that a CDR be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation periods. At the end of the month the QAE will summarize the results of the month's inspections and calculate recommended payment deductions for <u>each</u> work requirement.

	QAE PERFORMANC	E REQUIREMENTS	SUMM	IARY - OTHER HAZARDOUS WASTE MANAGEMENT	SERVICES
	CONTRACTOR REQ	UIREMENTS		PERFORMANCE REQUIREMENTS	
(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	REFERENCE PARARAGRAPH
C33E	Spill Response	1. Training	20	HAZWOPER training course is effective as evidenced by <insert> % of class passing final examination.</insert>	C.33.w.(2)
			Spill clean-up is in accordance with Operations Procedures Plan.	C.33.w.	
				Required samplings taken on time.	
				Necessary Documentation complete and prepared on time.	
C.33F	Storm Water Management	1. NPDES Program	60	Ensure NPDES permits and NOI are up-to-date complete and timely.	C.33.x.(1)
				NPDES samplings are performed IAW required locations and frequencies.	
		2. Storm Water Inspection.	40	Storm water inspections are conducted IAW Operations Procedures Plan and required frequencies.	C.33.x.(2)
C33G	Asbestos and Lead Management	1. Asbestos and Lead Management Plan	25	Plan is submitted within <insert> days of contract award and updated quarterly.</insert>	C.33.y.(3)
		2. Asbestos and Lead Awareness Training	25	Training is effective as evidenced by <insert> % of class passing final examination.</insert>	C.33.y.(5)
		3. Occupant Awareness	25	Signs and labeling are sufficient to clearly identify ALCM in facilities.	C.33.y.(6)

(1) ITEM NO.	(2) CONTRACT REQUIREMENT	(3) WORK REQUIREMENT	(4) WT. (%)	(5) STANDARD OF PERFORMANCE	REFERENCE PARAGRAPH
C33G Cont'd	Asbestos and Lead Management Cont'd	4. Hazard Monitoring	rd Monitoring 25 Known and suspected ALCM facilities are inspected at least annually and results forwarded to COTR within <insert>days.</insert>		C.33.y.(8)
				Asbestos and lead abatement records are up to date.	
				Asbestos and lead monthly report is complete and submitted on schedule.	
С33Н	Universal Waste Management	1. Manage Re-cycling Program	100	Collection procedures for Universal Waste are IAW Ops Procedure Plan.	C.33.z.
C33I	Sanitary Landfill Management	1. Operations	75	Landfill operations are IAW 40 CFR258 and sampling and inspections conform to specification requirements.	C.33.aa.
		2. Documentation	25	Licenses and permits maintained current  Landfill monitoring and disposal records are maintained IAW spec requirements.	C.33.aa.(7)
C33J	Emission Monitoring	1. Pro-active Measures	40	Accidental emissions reflect minimizing actions	C.33.bb.(1)
		2. Air quality management	30	Emission Units maintained IAW specification requirements.	C.33.bb.(2)
		3. CFC and Halon reduction	30	Monthly consumption and usage report complete and on time	C.33.bb.(3)
C33K	Facility Inspection	1. Storage Tanks	25	Storage tanks are inspected completely, on time and results are documented.	C.33.cc.(1)
		2. PCBs	25	PCB units are inspected completely, on time and results are documented.	C.33.cc.(2)
		3. MSDSs	50	MSDSs are inspected for compliance, on time and results are documented.	C.33.cc.(3)

# **EVALUATION WORKSHEET - SPILL RESPONSE**

# Month

		Training		On-Scene Response	;	
Date	Item Evaluated	Effectiveness of	Spill Cleanup	Required Samples		
Date	Item Evaluated	Training	IAW Operations	Taken on Time	Complete and	Overall
		S/U	Procedures Plan S/U	S/U	Prepared on Time S/U	Grade
		3/0	3/0	3/0	3/0	S/U
	TOTAL IDICATE					
	TOTAL UNSAT					
	MADN					

Comments:

# **EVALUATION WORKSHEET - STORM WATER MANAGEMENT**

Month		
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		NPDES	S Program	Storm Water Maintenance	
Date	Item Evaluated	Permits and NOI	Samples	Inspections Conducted	Overall Grade S/U
		S/U	S/U	S/U	S/U
	TOTAL UNSAT				
	MADN				
COMME	NTS:				

July, 1999

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# **EVALUATION WORKSHEET - ASBESTOS AND LEAD MANAGEMENT**

Month

		Asbestos And Lead Management Plan	Asbestos And Lead Awareness Training	Occupant Awareness	Hazard Monitoring			
Date	Item Evaluated	Timeliness	Effectiveness	Signs and	ALCM	Records	Monthly	Overall
				Labeling	Facilities Inspection		Report	Grade
		S/U	S/U	S/U	S/U	S/U	S/U	S/U
	TOTAL UNSAT							
	MADN							

COMMENTS:

# EVALUATION WORKSHEET - UNIVERSAL WASTE AND LANDFILL MANAGEMENT

Month \_\_\_\_\_

v1011ti1								
		Universal Waste Recycling Program	Sanit	ary Landfill Opera	tions	Sanitary Landf		
		Collection	Operations	Waste	Sanitary	Licenses and	All Records are	
Date	Item Evaluated	Procedures IAW	are IAW	Inspections	Landfill	Permits	Maintained	
		Operations	40CFR258	Made	Inspections	Checked for	Current	
		Procedures Plan			Made	Compliance		Overall
		S/U	S/U	S/U	S/U	S/U	S/U	Grade S/U
ТОТ								
101	TAL UNSAT							
G0) D E	MADN							

COMMENTS:

# **EVALUATION WORKSHEET - EMISSION MONITORING**

Month \_\_\_\_\_

		Pro-Active Measure	Air Quality Management	CFC & Halon Reduction	
Date	Item Evaluated	Accidental Emissions Reflects Minimizing	Emission Units Maintained IAW	Consumption and Usage Report is	Overall
		Actions S/U	Specified Requirements S/U	Complete and on Time S/U	Grade S/U
		<u> </u>			
•	TOTAL UNSAT				
N	MADN				

# EVALUATION WORKSHEET – FACILITY INSPECTIONS

Month

or	nth					
			Storage Tanks	PCB Equipment	MSDSs	
			Inspections are	Inspections are	Inspections are	
	Date	Item Evaluated	Complete, On-time	Complete, On-time and	Complete, On-time and	
			and Documented	Documented	Documented	Overall
			S/U	S/U	S/U	Grade S/U
		TOTAL UNSAT				
		MADN				
	COMMEN					
	COMMINIC	<b>V15.</b>				

# SAMPLE PAYMENT ANALYSIS FORM – OTHER HAZARDOUS WASTE OPERATIONS

Month\_

Montn	D :	NT 1	D:	NT 1 C	D: C	T ' '1 . 1	D 1 4	
	Price per	Number	Price	Number of	Price of	Liquidated	Deduction-	
Work	Month	of Units/	per	Unsat.	Unsat.	Damages	Unsat. Plus	
Requirement		Month	Unit	Findings	Work	(10%)	Damages	
	Α	В	C	D	Е	F	(E+F)	
a-1 Spill								
Response								
Training								
a-2 Spill								
Response On-								
Scene Ops								
b-1 NPDES								
Program								
b-2 Storm								
Water Inspect.								
c-1 ALCM								
Ops Plan								
c-2 ALCM								
Awareness Trg								
c-3 ALCM								
Occupant								
Awareness								
c-4 ALCM								
Hazard								
Monitoring								
d-1 Recycling								
Program								
e-1 Landfill								
Operations								
e-2 Landfill								
Documentation								
f-1 Emission								
Proactivity								
f-2 Air								
Quality Mgmnt								
f-3 CFC/Halon								
reduction								
g-1 Storage								
Tank Inspect								
g-2 PCB								
Inspect								
g-3 MSDS								
Inspect								
	h. Total Deduction							
	i. Total Payment							

# END OF SECTION 33

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